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Contents are subject to change.

For most current information go to http://csuchico.edu/housing and click on “Living In Guide”.

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College is about learning. It’s not as simple as learning whatever is being taught in your classes. It’s about learning how to listen, how to speak, and how to think. It’s about learning who you are, who your friends are, and the type of people you want as friends. Learning how to trust your innermost feelings, and how to find those feelings in the first place. It’s about learning what’s really important to you, and learning about what doesn’t really matter.

College is about learning how to tolerate, how to accept, how to like, and how to love. Learning how to give as well as how to receive, and how to trust that everything will even itself out on its own (you buy pizza one night and your roommate buys the next). It’s about learning that the adults in your family actually do have the right answers sometimes, and that your siblings aren’t so bad either.

College is about learning how to treat people, not as stereotypes. Learning that sometimes a kiss isn’t just a kiss—sometimes it means more, sometimes it means less. Learning how to achieve, how to succeed, and how to accomplish. It’s about learning how not to come in first place and still be proud, and about coming in last and learning how to admit how you could have done better.

College is about learning that loud parties don’t necessarily mean a good time. Learning that loneliness doesn’t go away in a crowd, and that sometimes it’s okay to be by yourself on a Friday or Saturday night. It’s about learning that your lunchtime crowd doesn’t constitute your popularity, and that popularity is all a matter of perspective. It’s about learning that boredom is simply laziness of the mind, and that watching three hours of television is not exactly relaxation time.

College is about learning how to pack a bag, how to pack a car, and how to pack a room full of way too much stuff. It’s learning that people like you a whole lot more than they ever tell you, and that it’s your responsibility to make sure your friends know how much you appreciate them. It’s about learning that simply doing what you’re supposed to do isn’t enough. You need to put forth twice that much in order to fully grasp whatever it is that’s sitting in front of you. It’s about learning how to make people smile.

College is about learning how to miss people enough to avoid sticking them in the past and how to not miss them so much that it keeps you from moving into the future. Learning how to motivate yourself and how to motivate others. Learning what the phrase “make do” means and how to use it to make it seem as if you’re not simply “making do.”

College is about learning—learning how to live.

— UNKNOWN
Dear Residential Students:

Welcome to the Chico State family!

Our exceptional University Housing & Food Service staff is committed to providing an environment which enhances and supports your personal growth and academic development.

Our shared goal is to assist your participation and contribution to a healthy and positive residence hall community experience where students value respect, responsibility, and each other.

This residence hall handbook is designed to provide important information regarding our University Housing program (activities, events, rules, and regulations) and the expectations the University has for each member of the campus community. Please review this handbook thoroughly because you are responsible for being familiar with the information contained in this publication.

You will soon discover your residence hall experience to be an important and meaningful component of your college education. As with many life experiences – you will get back what you are willing give in return. So, you are urged to get involved... attend programs and events... and, help build the type of residence hall community that supports your needs and aspirations.

Learning to live in harmony within a residence hall will be filled with challenges and opportunities. To assist you in the important "home-to-college" transition, there are well-trained and devoted University Housing staff who will help provide the necessary resources you need to feel connected, safe, and engaged. In particular, our Residential Life staff who – live in community with you – will be readily available to aid in your transition to university life. Please reach out and get to know these individuals.

In closing, I remain convinced the second–most important decision students make after finalizing their college choice is where they are going to live. While Chico State students have choices, I believe none to be better than living on campus. Indeed, you will soon discover the campus residential experience to be “the other half” of your university education.

Again, welcome.

Wishing you a successful and rewarding year at the University.

Sincerely,

[Signature]

David Stephen, Ed. D.
Director of University Housing and Food Service
Mission Statement

The department of University Housing & Food Service recognizes that the University community provides two powerful and dynamic environments—curricular and co-curricular—and is committed to being a positive influence and partner in both.

The department mission, through the residence hall living/learning/leading experience of our students, is to amplify and support the comprehensive institutional mission of the University by:

- Providing safe, secure, clean, and reasonably priced residential environments conducive to the academic and personal development of the student.
- Providing services, programs, and activities which encourage students to develop themselves intellectually, emotionally, socially, physically, vocationally, and spiritually.
- Selecting and training professional and paraprofessional staff committed to developing residential communities which emphasize student development principles.
- Identifying and addressing evolving student environmental needs via professional advisory staff working directly with University Faculty and Staff, Residential Life staff, Residence Hall Association, and Resident Advisor Advisory Council (RAAC).
- Providing residential environments that honor human diversity which embraces students as individuals—each with rights and responsibilities – each with unique goals and needs.

Diversity Statement

Celebrating the Dignity of All People

The department of University Housing and Food Service celebrates and recognizes that the University community is comprised of persons who represent diversity on many levels—diversity of thought, belief, race, ethnicity, culture, gender, gender identity/expression, and/or sexual orientation.

All members of the University community are equal and accountable to each other.

University Housing and Food Service embraces the philosophy that ALL persons who are marginalized, ridiculed, and demeaned for their inherent and unique differences are entitled to “places where Allies dwell” by definition, this includes Chico State Residence halls and the offices of each UHFS staff member.

In a community of scholars, there is no place for hateful behavior.

The department of University Housing and Food Service affirms and celebrates the dignity of all people.
**Community Living**

**Our Commitment to Community Respect**

By choosing to live on campus, student residents and staff agree to use language and display behavior that demonstrates commitment to the following principles, which are an integral part of our purpose, values, and daily activities. The use of the pronoun “we” in this document refers to all University Housing community members.

Residents and staff of the University Housing program are a community of people from diverse cultural, racial, and ethnic backgrounds; our views encompass a broad spectrum and will differ on religion, sexual orientation, and politics. However, given our diversity, we strive to understand the individuality and life choices of those around us. We learn from one another in an atmosphere of positive encouragement and mutual respect for each person. Our activities and daily interactions are rooted in a genuine desire to learn from others and to give the respect which we ourselves desire.

We recognize that differences can at times be a source of conflict. We strongly believe that resolution of conflict always involves respectful treatment for and from all community members. We are committed to the idea that conflict is an opportunity to learn about others. Additionally, we believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions. We take initiative and responsibility for our own learning and awareness of the differences that exist in our community and preclude all actions which diminish others.

Bigotry has no place within our community; and so we do not have the right to denigrate others on the basis of age, disability, national origin, sexual orientation, race, gender, or religious affiliation. We will never tolerate physical, verbal, or written abuse. Nor will we tolerate threats, intimidation, violence, or other forms of harassment against any member of our community. Likewise, we will not accept ignorance, humor, anger, alcohol, or substance abuse as an excuse for such behavior. Such behavior will be subject to the severest of disciplinary actions, which may include but are not limited to immediate removal from University Housing, suspension from the University, or forfeiture of employment.

**The “Here and Now” of Community Living**

As traditions come and go, so do rules governing on-campus residence hall and apartment living. Here at Chico State, many rules have been modified to satisfy new standards and meet the expectations of our residents. We take pride in creating an atmosphere of mutual respect and consideration for others that is flexible and sensitive to the needs of each student within the context of a residential community.

We believe most people do well in the environment provided, but there are exceptions. Some individuals have difficulty following rules that are meant to serve the community as a whole. Instead, they insist on making excessive noise at odd hours of the day and night. Others might not think about the inconveniences caused by having visitors without talking to their roommates in advance. An unlocked door is not an invitation to take someone’s property—it’s stealing.

Individuals who cannot follow the rules are not welcome in University Housing. If our expectations are too much to handle and you cannot get along with your roommate, neighbors, or our rules, you will be asked to live elsewhere.

We welcome students who can manage and accept “responsible freedom.” These are individuals who expect (and deserve) the rights and privileges of adulthood as well as accepting the responsibilities and obligations these rights and privileges demand.

We encourage you to read the terms and conditions of your UHFS License Agreement and the sections of this handbook that outline the University’s rules and regulations. When submitting a UHFS License Agreement you have obligated yourself to live by all of these regulations and will be held accountable for your actions.

**The University Housing Community**

**1. Community Guidelines**

Learning is a continual process. Just as you must adhere to your responsibilities in order to maintain your rights, the University Housing Community accepts its responsibility to support your educational goals and provides opportunities for your growth and development.

- A community is positively served by responsible behavior. Our staff is committed to promoting respect for persons and property. We strive to maintain the rights and dignity of all students.
- People learn from diversity. We provide programs to strengthen interpersonal skills within the community and to increase our awareness of various lifestyles and cultural heritages.
- Environment affects behavior. A positive environment promotes positive experiences. Our staff provides a living environment that is clean, well-maintained, safe, comfortable, and conducive to educational and social development.
- Staff serve as role models. Our staff abide by the guidelines of confidentiality and responsibility. We are available for guidance, advice, and support.

We wish you success in meeting the challenges of your upcoming year and hope that University Housing will be a positive part of your experience at the University.

**2. Student Rights and Responsibilities**

The Association of College and University Housing Officers International (ACUHO-I) represents 900-plus international members globally and 6,500 student housing officers employed by colleges and universities worldwide. University Housing and Food Service subscribes to and supports the ACUHO-I Statement of Student Rights and responsibilities as reprinted below:
Students have the right…

- To free access to their living accommodations
- To be free of intimidation or harassment
- To enjoy individual freedoms without regard to race, sex, national origin, disability, age, religion, sexual orientation, or political affiliation
- To live in a clean and secure environment
- To expect a regionally competitive price on University Housing accommodations and/or food service
- To written copies of University Housing rules and regulations or individual building policies that govern individual and group behavior
- To the respect and safety of personal property
- To study without interruption or interference
- To be free from unreasonable noise
- To express themselves creatively within established guidelines
- To expect enforcement of the University Housing License Agreement
- To direct access to staff who provide assistance, guidance, and support as needed
- To house guests within established guidelines
- To equitable treatment when behavior is in question
- To participate in student governmental bodies and University Housing department committees
- To individual and group educational and developmental opportunities in their living community

Students have the responsibility …

- To adhere to rules and regulation
- To comply with reasonable requests made by staff or university officials
- To meet expected room and meal plan payment schedules
- To monitor and accept responsibility for behavior of guests
- To report violations of rules and regulations to appropriate staff
- To respect the rights of others, as stated above
- To participate actively in self-governance
- To participate in University Housing departmental committees as requested
- To express themselves individually or by association with groups
- To participate in judicial proceedings to determine appropriate standards of behavior
- To contribute positively to the community by participating in educational and developmental activities

3. University Housing Staff

Resident Advisors (RAs) are returning students who mentor and advise new residents. All RAs have undergone extensive training and can answer most questions from residents, help residents get involved and meet new people, and appropriately address interpersonal conflict. All RAs have passed background checks and are trained in crisis management. There are always at least two RAs on-call in every community from 8 p.m.–8 a.m.

Assistant Residence Community Coordinators (ARCCs) are professional staff members who live in the residence halls. Each ARCC oversees the Resident Advisors, the front desks, resolves roommate conflicts, monitors room moves, key changes, and supervises Community Council for their community. ARCCs have offices near the front desks and can be reached by email and phone at www.csuchico.edu/housing/about-housing/directory.shtml. All ARCCs have passed background checks and are specially trained in crisis management. There is always an ARCC on-call for the RAs.

Residence Community Coordinators (RCCs) are professional staff members who live in the residence halls. Each RCC oversees the Resident Advisors, building operations, and administers student conduct. RCCs have offices near the front desks, and can be reached by email and phone at www.csuchico.edu/housing/about-housing/directory.shtml. All RCCs have passed background checks and are specially trained in crisis management. There is always an RCC on-call for the RAs.

Facility Operations staff [i.e., Custodian, Maintenance, and Grounds] take care of the physical environment in which students reside. This includes common/community areas and recreational spaces; repairing and replacing things that break; and maintaining all lawns, trees, and flower beds adjacent to University Housing facilities. Residents are encouraged to become acquainted with the Facility Operations staff assigned to their community. All are committed to making your residence hall experience exceptional.

Please note: All employees of California State University, including student employees such as Resident Advisors and desk attendants, are required to report child abuse and neglect to University Police. For more information, see CSU Executive Order 1083 (Mandatory Reporting of Child Abuse and Neglect) and the California Child Abuse and Neglect Reporting Act.

4. Living with a Roommate

Your roommate is an asset and an ally in your university experience. Most people enjoy the company of others and desire the opportunity to share opinions, interests, and good times. Sharing a room or living unit with another individual can sometimes result in conflict. These new experiences need not become distractions that upset the enjoyment of campus living. Roommates do not have to be best friends. However, one of the more rewarding experiences of living in University Housing is getting to know many different people. Learning to live with the personality differences between you and your roommate is a valuable part of your education.

Shortly after moving in, your RA will present you with a Roommate Agreement. This document is designed to help you and your roommate(s) facilitate discussion on how you expect to live this academic year, as well as help you set up concrete guidelines that you are all comfortable with and can hold each other accountable to. Your Roommate Agreement is a valuable tool, so be sure to give it the time and consideration that it deserves.
5. Cleaning Suggestions
You and your roommate share the responsibility for maintaining the cleanliness of your environment. This is a task to be worked out between you both. Vacuum cleaners and other cleaning implements can be checked out from the front desk. Consult the custodial staff before attempting to remove stains from the carpets or walls. They can advise you on the proper method for cleaning without doing further damage.

6. Room Change Requests
Often, room and community change requests are precipitated by a misunderstanding between roommates. Far greater results are obtained by efforts to work things out with your roommate than by avoiding the problem and moving out when the going gets rough. In many instances your Resident Advisor can be of assistance in working out difficulties. Generally, all roommate changes will include a discussion among those involved before the change is approved. No room assignments will be changed until the third Monday of classes each semester, and then only upon the request and approval of the Residence Community Coordinator (RCC) and/or Assistant Residence Community Coordinator (ARCC). If you transfer to another room during the semester, please remember that you are responsible for the condition of the room and community damages to the space you are vacating at the time you relocate.

7. University Housing Movement Policy
With the exception of some cluster apartments at University Village, single and triple rooms in Whitney, limited triple rooms in Sutter, and a few single rooms in Konkow, most on-campus accommodations are double occupancy. When a vacancy occurs in a multiple occupancy room, residents are hereby notified that they will most likely receive a new roommate. If you have a friend who also has a vacant bed-space, we encourage you to request each other as roommates or be prepared to accept a new assigned student or a movement placement. Students in a multiple occupancy room cannot refuse a roommate. If there is a vacant bed-space in a room, UHFS reserves the right to fill that space.

8. Check-In and Check-Out
When you move in to your community, you must present your Wildcat ID Card and are responsible for reporting any room condition that is not satisfactory, such as less than desirable furniture condition, through the electronic service request system (Maintenance Connection) via your UHFS Resident Center. The electronic service request is kept on file as a record of inventory in your room. At the time of check-out, you are required to complete the check-out process, see Move-Out Tips and Damages. UHFS will assess all damages in your room after move out. You will be responsible for repair and replacement of any damaged item(s) unless they are pre-existing and were documented during the check-in work order submission process.

At the end of the year schedule a check-out appointment with your RA, make sure you are present and on time to go through the entire check-out process. Your RA does not make any determinations regarding costs or damages.

9. Move–Out Tips
During the academic year if you have a re-assignment or are relocated to a different bed space/room, you’ll need to make sure your bed space/room is returned to the same condition as check-in. It is because after checkout is completed, a thorough room inspection is conducted by University Housing custodial and maintenance personnel.

In order to avoid additional University Housing charges, clean all items in the room and return the room to the same condition as it was when you first checked in.

Make sure you sign the paperwork!

Please remember there is a $50 improper check-out penalty, and a total key charge of over $70 for not returning room and mail keys and the WASH laundry card.

To assist in your preparations for move-out, below is a checklist of commonly missed items for which residents are frequently charged:

- **Bathroom (UV only)**
  - Clean shower and toilet
  - Vacuum and clean bathroom floor

- **Carpet**
  - Vacuum carpet in the entire room, even under furniture

- **Common Space**
  - Do not leave any trash or unwanted items in the common space such as the bathroom, hallways, lobbies, and lounges*

- **Desk and Dresser**
  - Remove personal belongings
  - Empty drawers and wipe them out
  - Dust the inside and outside

- **Furniture**
  - Move all pieces of furniture back to original locations in the room

- **Kitchen (UV only)**
  - Empty and remove contents in refrigerator, cabinets, oven, microwave, and stove top
  - Scour sink clean
  - Vacuum and clean kitchen floor

- **Mirrors**
  - Remove stickers
  - Wipe it clean with glass cleaner such as Windex

- **Walls**
  - Remove tape and tape residues or marks
  - Wipe off spider webs

- **Wardrobe**
  - Remove personal belongings and unwanted items
  - Wipe and dust the inside and outside, including floor and shelves
  - If closet doors were taken down, they need to be re-hung

- **Waste Basket and Recycling Bin**
  - Empty trash and recycling in the designated trash area of your building (do not leave any trash in the room)

- **Whiteboard**
  - Clean and wipe off any marks

*Diversion Excursion bins will be available in the lobby the week of move out for you to donate items.
10. Damages

When items in bedrooms and common areas are identified with damages—and there is no prior record of pre-existing damage recorded at the time you checked into the space—then residents assigned to the room/apartment are responsible for the cost of repair/replacement of damaged items.

Work orders have been written and processed for all recorded damage and then cross-checked to room/space conditions noted at check-in. Consequently, charges represent only “new damages” which occurred during your period of occupancy.

The cost of items listed below is calculated based on average pricing of materials required, the labor costs to re-install and/or repair the damage(s) discovered, and administrative overhead to complete the work order, time, materials, etc.

Residents are financially and judicially responsible for damages in the space to which they are assigned. Residents are jointly responsible for the public areas they share with other residents within a community/floor/wing. If a person(s) responsible for public area damage was not identified prior to hall closing, then charges are equally distributed to all residents within that particular community/floor/wing.

Some examples of typical charges include (costs are subject to change):

<table>
<thead>
<tr>
<th>Item</th>
<th>Estimated Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bed components</td>
<td>$600 and up</td>
</tr>
<tr>
<td>Biohazard</td>
<td>$150</td>
</tr>
<tr>
<td>Blinds (vertical blinds)</td>
<td>$120</td>
</tr>
<tr>
<td>Carpet (requires reinstallation of carpet in entire room)</td>
<td>$985</td>
</tr>
<tr>
<td>Cleaning (carpet excluded)</td>
<td>$36 per hour</td>
</tr>
<tr>
<td>Cleaning-carpet (requires professional extraction and cleaning)</td>
<td>$85</td>
</tr>
<tr>
<td>Chair</td>
<td>$100 and up</td>
</tr>
<tr>
<td>Door interior/exterior</td>
<td>$320</td>
</tr>
<tr>
<td>Dresser</td>
<td>$335</td>
</tr>
<tr>
<td>Lock-door tampering</td>
<td>$120</td>
</tr>
<tr>
<td>Refrigerator (UV Cluster)</td>
<td>$1,160</td>
</tr>
<tr>
<td>Trash can/recycling bin</td>
<td>$30</td>
</tr>
<tr>
<td>Vandalism</td>
<td>$150 and up</td>
</tr>
<tr>
<td>Wall damage (requires sheetrock repair, patching and painting)</td>
<td>$165</td>
</tr>
<tr>
<td>Wardrobe/closet/shelf</td>
<td>$350</td>
</tr>
<tr>
<td>Wardrobe/closet rod</td>
<td>$75</td>
</tr>
</tbody>
</table>

Academics

Academic Environment

Your ability to study in your room or in a study lounge is often dependent upon the courtesy and thoughtfulness of your friends and roommate(s). It sometimes takes firmness and resolution to persuade your friends to allow you to study when there are diversions. Each of you should seek to establish an environment conducive to study and academic growth based on consideration for the rights and needs of yourself and others. Each community has a study lounge set aside for quiet study 24-hours a day. If you are experiencing difficulty, you may wish to contact your RA for advice.

Faculty-in-Residence

A goal of University Housing is to increase opportunities for your total development. You will find yourself in class with some of your neighbors and you will also be involved with others in your community discussing classroom experiences. One way to strengthen this connection is to invite faculty or staff members of the University to join you for a meal in the dining hall, for which there is no charge. UHFS also sponsors a Faculty-in-Residence (FIR) program in which faculty hold office hours in Whitney and plan events in our residence halls.

For more information, contact your Resident Advisor (RA), Residence Community Coordinator (RCC), or Assistant Residence Community Coordinator (ARCC).

Faculty Mentor Program

The purpose of the faculty mentor program is to provide an open community within the residence halls and University Village apartments for faculty participation with students. This interactive environment has led to increased interaction between students and faculty. This has facilitated a greater understanding for students of the academic process and has involved faculty in a new out-of-classroom experience with students. Under this program Resident Advisors pair up with faculty members to create a unique experience for their community.

Academic Achievement Banquet

As one way to recognize academic achievement, University Housing hosts a banquet each spring to honor University Housing residents who have achieved academic excellence in their fall semester at the University. There is a special recognition for residents and RAs who achieve a 4.0 GPA, and for those who achieved a 3.5 GPA or above (Dean’s List), and RAs on the Dean’s List (3.5 GPA or above).

Leadership Opportunities

Community action and involvement are essential for a healthy residential community. Leadership education and experience are provided through the Residence Hall Association (RHA), Prime Time Productions (PTP), The National Residence Hall Honorary
Community Council (CoCo)

Individual Community Councils represent each residential community in RHA. Hall activities and programs are organized, directed, and supported by the students themselves with the assistance of the residence life staff. Fifty percent of RHA funds are directly allocated to the Community Councils for use within each living group. Residents can run for a Community Council office position during the fall semester elections. Recruitment will begin immediately after move-in. Community Councils are involved in developing active programs for residents in the community as well as serving as a voice for students.

Prime Time Productions (PTP)

Prime Time Productions (PTP) is the major programming organization for University Housing. PTP is comprised of emerging leaders and upper division students that are chosen through an application and interview process in the spring. This student board handles everything from publicity to sound and to booking professional entertainers. Since 2007, PTP has been recognized both regionally and nationally for their innovative programs and outstanding board members.

You can find more information about PTP online at www.csuchico.edu/housing.

National Residence Hall Honorary (NRHH)

National Residence Hall Honorary (NRHH) strives to recognize the top one percent of student leaders living in University Housing. NRHH encourages the development and continued commitment to leadership within the areas of recognition, community service, and scholastics on the local, regional, and national levels. NRHH adds new members at the end of the fall and spring semesters.

You can find more information about NRHH online at www.csuchico.edu/housing.

Orientation Team (O-Team)

Orientation Team (O-Team) is a group of 25 student volunteers who help with hall opening activities during the week that new students move into the residence hall communities. Each O-Team member must have previously lived in University Housing and must be available one week before school starts as well as for training meetings during the first week in May. No experience is necessary, but O-Team members must be enthusiastic toward welcoming new resident students. O-Team members are expected to have an exceptional attitude and must work well with other team members. O-Team members receive one academic unit, a free shirt, food, and other goodies for being involved. If you are interested in being a part of O-Team, please call the UHFS office at 530-898-6325.

Cable Television and XFINITY by Comcast

In-room basic cable is included in all residence halls and University Village. You must provide your own cable cord and television. You may upgrade your cable package at your own expense. Cable splicing is a crime and students who do so will be subject to disciplinary action.

Campus Connection

The CSU, Chico police department offers a program called Campus Connection our on-campus safety shuttle. This service is provided to staff, faculty, students, and university visitors as a safe alternative to walking alone on campus during hours of darkness. When you need an urgent ride, you do not need to call for a ride, just press the button under the “blue light.” Blue light phones are call boxes at exterior locations throughout the campus, which automatically dial 911 and ring directly to the CSU, Chico police department when the button is pushed. The shuttle route takes 20 to 30 minutes. The hours are from 6 p.m. until midnight, every night during the fall and spring semesters only.

Common Areas

Common areas are intended as spaces where students can interact and enjoy the benefits of community living. As such, it is asked that each member of the community respectfully consider others when visiting the common areas. Students are not permitted to sleep in public study/TV lounges as this discourages others from utilizing these areas.

Each community has a study lounge designated as a 24-hour study area, but may be used by groups within the hall for special guests.
and speakers by scheduling with your RCC/ARCC in advance. In addition to the study lounge each community has recreation rooms designated for leisure activities. Ping-pong tables and other recreational equipment are provided by the Community Council of the community and are subject to its control. Residents of Konkow Hall are allowed to use the recreation room located in Mechoopda Hall.

Common area furniture may not be moved to student rooms or another common area. Failure to adhere to this policy will result in disciplinary action and a minimum charge of $130 to the students or communities involved.

**Dining Services/Sutter Residential Dining**

In 2013, the National Association of College and University Food Service (NACUFS) honored the Sutter Residential Dining Center with the coveted “Silver Plate Award” for its institutional category: Residential Dining Concepts–Medium Sized Institution.

NACUFS awards are determined by a national panel of college/university food service experts. Each campus program in the competition is judged in five categories: menus, merchandising and presentation; marketing, nutrition, and other program/services. The residential dining concepts category is the most rigorous due to the complexities and demands associated with operating a residential dining program.

On average, the Sutter Residential Dining Center and Café serves more than 15,000 meals each week.

All meals on the meal plan are served in Sutter Residential Dining Hall or in the Sutter Café. The dining service staff works closely with University Housing staff and the residents in developing policies that provide the type of service you want as well as protecting your food-related costs. The following guidelines are delineated so that all residents will benefit from the food service program:

- Your Residential Meal Plan has two parts to it: the “block meals” cannot be used towards meals at other food venues on campus while the “Flex Cash” can be used at the Marketplace in the BMU, the two coffee shops on campus, and the two convenience stores on campus. However, Flex Cash may not be used at Sutter Café or in the Chico State Wildcat Store.
- Breakfast, lunch, and dinner, are served Monday through Friday, except for the Thanksgiving, winter and spring recesses. Brunch and dinner are served on Saturday, Sunday, and academic holidays.
- All meals at Sutter Residential Dining Center are “all you care to eat.” Please be aware of the amount of food that you may be wasting. We are all responsible for preventing waste and efficiently using our resources. And remember, you may not take food out of the dining hall.
- If you have a special dietary need, please contact the Sutter Dining Service manager at 530-898-5463. The manager will be happy to work with your special needs.
- If you have guests who would like to dine with you, you may use one of your meal plan swipes for your guest or they are welcome to pay the posted meal price. Residents who swipe a guest into residential dining must remain with their guest for the duration of the meal.
- Please bus your own dishes to the dish room conveyor. This will reduce labor costs and provide ample seating for your fellow residents.
- Take-out meal boxes are available in the event you are ill and confined to bed. To receive this service you must have a sick card from your RA. Another person, with your sick card and your student ID, may pick up take-out meal boxes for someone who is ill.
- Any student living in University Housing may invite faculty members as your guests to eat in the dining center at no charge. Simply provide ID and introduce them to the checker who will have them sign the guest book.
- In addition to dining service personnel, University Housing staff takes active responsibility to assure that abuses do not occur in the dining hall. It is the responsibility of everyone to be sure that food dollars are being spent well.
- If you lose or misplace your Wildcat ID Card, you can pay cash at the door and you will be reimbursed for your meals by presenting receipts and your Wildcat ID Card within three workdays of your purchases made while your Wildcat ID Card was missing.
- Intoxication—Entering Sutter Dining and Sutter Café in an intoxicated state is a major alcohol violation and will not be tolerated. When made aware of an intoxicated entrant, staff will escort the person out of the dining center and report to University Police.
- Dress code—Sutter Dining and Sutter Café are held to the same health code standards as restaurants. Therefore, entrants to Sutter Dining and Sutter Café must wear shoes/sandals and clothing that appropriately covers one's body. Staff members have the authority to determine what is appropriate and what is not and may, at their discretion, instruct entrants to leave the facilities until appropriate attire is worn. Examples of inappropriate dress include, but are not limited to, bikinis, clothing that exposes one's buttocks, and clothing that exposes one's breasts. These standards are in place for the comfort and health of all entrants.
- Theft—Removal of food, utensils, crockery, and other UHFS-owned items from Sutter Dining and Sutter Café is prohibited. Taking food from the dining centers increases costs and may be considered theft by CSU, Chico.

**Meal Hours**

*Sutter Residential Dining Center*

**Monday–Friday**

Breakfast: 7 a.m.–11:30 a.m.
Lunch: 11:30 a.m.–3 p.m.
Dinner: 4:30 p.m.–7 p.m.

**Saturday, Sunday, and Holidays**

Brunch: 10 a.m.–1 p.m.
Dinner: 4:30 p.m.–7 p.m.
Mail—Lost and Found—Bins—Equipment—Service Desk

Energy Conservation

Our energy comes from finite, irreplaceable resources that should be conserved for future use. Low-flow shower heads have been installed in an effort to conserve energy resources. Please do your part by turning off lights and heating/air conditioning units when you are not home.

Service Desk

There are service desks at each community and most are open 24 hours per day (the desk at University Village is open from 7 a.m. to 10 p.m. Sunday through Wednesday and 7 a.m. to 2 a.m. Thursday through Saturday). A desk attendant is always available for assistance and can help residents schedule appointments with professional staff and answer general questions.

Services provided at the front desk include:

- **Mail**—Letters, magazines, and small packages are delivered to the mailboxes in each community Monday through Saturday. Residents are assigned a mailbox shared with roommates. Packages can be picked up at the Whitney mail room (for main campus residents) and the University Village mail room (for University Village residents).
- **Equipment**—Vacuums, cleaning supplies, games, and a variety of sports equipment are available at each front desk.
- **Lost and Found**—Items found by UHFS staff will be brought to the nearest front desk for storage. Desk Attendants will attempt to contact the owner. Items with considerable value will be turned over to the University Police. Residents looking for lost items should contact their front desk. If lost items are not at the front desk, contact the University Police.
- **Service Desk**—There are service desks at each community and most are open 24 hours per day (the desk at University Village is open from 7 a.m. to 10 p.m. Sunday through Wednesday and 7 a.m. to 2 a.m. Thursday through Saturday). A desk attendant is always available for assistance and can help residents schedule appointments with professional staff and answer general questions.

Furniture

All University Housing facilities are furnished. The beds in residence hall rooms are adjustable and can be lofted. UV double studios are equipped with lofted beds that may be b bunked if desired. Water beds are prohibited.

Bins—UHFS has a limited number of bins available during move-in and move-out. Bins may be checked out at the front desks—a driver’s license or state ID is required to ensure the return of the bins within the one hour time limit. Unreturned bins will result in a $300 charge to the resident’s account.

All closets and wardrobes are either built in or permanently attached to the wall. Any attempt to move a wardrobe will result in damage to the wall and the wardrobe. Closet doors are not allowed to be removed and/or used as tables for any activity.

Students may not place room furnishings in such a way that they are supported by other furniture or the residence hall structure. All room furnishings must be free-standing and self-supporting. Disposal of your personal furnishings is your responsibility. Disposing of furniture in or near the dumpsters will result in a charge.

All items assigned to your room must remain in place at all times during your stay. You may not lend or swap furniture with other students, store furniture on patios or balconies, or remove furniture from state property. Furniture may not be taken outside. Furniture found outside will be returned and a charge of $25 per piece of furniture and a $20 administration charge will be assessed. Students will be charged for any damage to their rooms/furniture and may be subject to disciplinary action.

Grounds

The UHFS grounds crew takes care to provide a variety of flowers throughout the seasons. Enjoy the colors and great aromas, and allow everyone to enjoy them by not picking or removing the plants and flowers. If you plan an evening or weekend activity on the lawns, notify UHFS grounds staff 530-898-4039 so that the sprinkler schedule can be modified.

Charges will apply to landscape damages. Mud football and golf are very damaging; these and similar activities are prohibited. In addition, residents who trample, litter (including cigarette butts), or otherwise damage the landscaping near their window, entrance, patio, door, building, etc. will be held responsible for cleaning and financial restitution.

Health and Safety Inspections

From time to time (at minimum two times per year), University Housing staff will inspect the facility to ensure the health and safety of all residents. In compliance with the UHFS Room Entry Policy residents will be given a minimum 24-hour prior notice and we will not enter your living space without knocking. However, the University Housing staff reserves the right to enter a room with another staff member if they believe there is an emergency situation. We will check for potential fire hazards, needed repairs, and overall cleanliness which may include pest control. You will
receive a written notice if any changes need to be made. Policy violations will be reported to the RCC/ARCC.

In addition to the academic year, inspections occur during the winter break. UHFS staff will also enter rooms at University Village to inspect and/or address facility issues. Notification of these scheduled entries will be provided at least 48 hours in advance ONLY if you have notified the professional residence life staff of your intent to stay on premises during break prior to 5 p.m. on the Friday of finals week.

Internet Access

All UHFS facilities (including common spaces and bedrooms) have wireless access to the Internet. Devices should have 802.11b or 802.11g wireless adapters to connect to the Internet. The Wildcat Store in the Bell Memorial Union offers wireless adapters. Personal wireless routers are prohibited, as they interfere with the existing access points. Assistance connecting to the wireless network can be found at http://www.csuchico.edu/resnet and 530-898-4357. All activity on the wireless and wired networks at CSU, Chico is bound by an acceptable use policy, as well as the Digital Millennium Copyright Act. See http://www.csuchico.edu/resnet for more information.

Each community has at least one computer lab with 24-hour access by Wildcat Card and free printing for academic purposes. Residents can pick up documents from their front desk. Problems with computer labs and/or printing can be reported to UHFS at uhfshelp@csuchico.edu or 530-898-4012.

Kitchens

Each community (except Whitney Hall and Sutter Hall) has kitchens available for residents’ use only. Keys may be checked out with a student ID. The kitchens are located on the main floor in Lassen, Shasta, and Mechoopda Halls. There are kitchens in each Konkow house and every University Village apartment.

PLEASE NOTE: Emptying kitchen grease into the drain of the sink will cause the drain to clog and emptying it into the landscaping is hazardous to the plant and animal life on campus. If you need to dispose of kitchen grease please drain it into a jar or cup, allow it to solidify, and scrape it into a garbage can.

Laundry Facilities

There are laundry facilities in each building for the exclusive use of residents of that building (Konkow residents share the laundry facilities in the Konkow Embassy and University Village residents share laundry facilities adjacent to the South Community Room or North Community Room). Washers and dryers in most communities are operated with “add-value cards” ("WASH cards") given to each resident upon move-in. Shasta and Lassen residents use regular debit or credit cards. The WASH Company maintains the laundry machines; residents should call 800-225-5293 to report an issue. Tampering, defacing, unplugging, and/or otherwise modifying the normal operation of any laundry machine are prohibited. Loss or replacement of the add-value cards ("WASH cards") will result in a $5 charge to the resident.

Lockouts

RA’s are not expected to unlock doors. However, in the case of extreme situations, your room door may be opened at your request. You will be charged $10 for a third and fourth lockout request. All subsequent lockouts will result in a charge of $32. Community service hours may be assigned at any point after the second lockout. You may also be asked to verify that you have not lost your key at any point.

Mail Services

Deliveries of student mail are made to each front desk Monday through Saturday. You will be assigned a mailbox that you will share with your roommate(s). Please be aware that there may be a delay in mail service delivery if the address contains “CSU, Chico,” “Chico State,” or an incorrect ZIP code.

During break periods, mail is held in the mail room; it is not forwarded. At the end of the academic year, you will be asked to provide a forwarding address. For more information, please call the Sutter Hall ARCC at 530-898-3182.

Packages conveyed by most carriers (U.S. mail, FedEx, UPS, etc.) will be delivered to Whitney Hall and University Village mail rooms and you will be notified to pick up your package(s). Please be advised only packages with the resident’s name on them will be delivered. Packages that have any other name, including a parent’s, sibling’s, or friend’s name, will not be delivered to a resident. Your mail should be addressed as follows:

Student Name
Hall and Room number (to be assigned at move-in)
Street Address (see below)

| Lassen Hall: 501 Citrus Ave., Chico, CA 95926-4570 |
| Shasta Hall: 551 Citrus Ave., Chico, CA 95926-4570 |
| Whitney Hall: 545 Legion Ave., Chico, CA 95926-4571 |
| Sutter Hall: 521 Legion Ave., Chico, CA 95926-4571 |
| Esken Hall: 681 W. Sacramento Ave., Chico, CA 95926-4528 |
| Mechoopda Hall: 691 W. Sacramento Ave., Chico, CA 95926-4528 |
| Konkow Hall: 701 W. Sacramento Ave., Chico, CA 95926-4547 |
| University Village: 1325 Nord Ave., Chico, CA 95926-4232 |

Maintenance of Common Areas

The common areas of your living environments are maintained daily by the custodial staff. Each community has staff that is committed to keeping your hall clean and comfortable with the help of student staff. As part of your community, you are expected to clean up any excessive messes (e.g., popcorn, sunflower seeds, pizza boxes, food, or papers) and to take responsibility for any damage you produce. Personal room trash should be taken to the dumpster and never dumped in the hallway, common areas, or bathroom receptacles (please note that Whitney Hall does have approved trash receptacles)

Maintenance of Common Areas
in the hallway of each floor). A minimum $20 charge will be issued to any person whose trash is found in common area receptacles. This will ensure that common areas can be properly cleaned and that the entire facility will be available to everyone. When no one claims responsibility for damage, the hall, floor, wing, or building will be charged.

Common area furniture is there for everyone’s use and comfort. A minimum $20 administrative fee will be added to the labor and materials cost for repair or replacement of damaged property. Each month a statement of all damage charges will be posted by your RA. A wing/building meeting will be held to discuss responsibility for specific damages when the need arises. Damage, theft, or unauthorized use of common areas and furniture are subject to disciplinary action.

Maintenance Requests
Residents are jointly responsible for cleaning their bedrooms and/or apartments. To request repairs or maintenance in your room, complete a “service request form” in the Resident Center online at http://www.csuchico.edu/housing. UHFS staff members prioritize requests, but will complete requests as soon as possible. Charges may result if damages are considered substantial, deliberate, and/or due to negligence.

Parking
University Housing parking permits (B-lot and University Village) are available by lottery only. All residents will be invited to enter the lottery via email. Winners will be notified via email in August.

University residents will only be allowed to purchase B-lot parking permits, sold by the University on a semester to semester basis. If you win the privilege to purchase a B-lot permit, you will be notified via Wildcat email and be given a priority date link to the parking e-market. You must log in and purchase your parking permit during the priority period. Non-purchased permits will be released for purchase by other residents after the priority period.

B-lot permits expire at the end of each semester. If you purchase a fall permit, you may renew your permit by following the directions that will be provided to you before the residence halls close for winter break.

Our campus has several accessible parking spaces. If you have a valid disabled parking permit, you may park in these spaces, provided you obtain a campus parking permit.

Parking at University Village
Parking at University Village is limited and not guaranteed. Residents that need to bring a vehicle must enter the lottery! Residents will have a chance to enter the lottery as part of the assignment acknowledgement process. Winners will receive an email notice in August and may obtain their permit during check in. Any remaining permits will only be available on a first-come, first-served basis from a wait list.

When you obtain your permit you will receive a copy of the parking regulations. Any violations of these regulations (especially violations deemed unsafe to University Village residents and guests) may result in your permit being revoked and other disciplinary action. You will be required to provide vehicle information before obtaining a permit. Students arriving in the spring semester may contact the RCC to put their names on the University Village parking wait list. University Village permits are only valid at University Village, not campus.

University Village has designated parking for motorcycles. You must obtain a permit for your motorcycle. Motorcycles may only be parked in designated motorcycle parking and are not allowed in rooms, sidewalks, bicycle racks, or car parking spaces.

University Village has several accessible parking spaces. If you have a valid disabled parking permit, you may park in these spaces, provided you obtain a University Village parking permit.

University Village does provide guest parking spaces. A valid guest parking permit must be obtained during normal UV front desk operating hours to allow your guest to park in these spaces. Vehicles parked in the guest parking spaces with no valid guest parking pass or with a UV regular space parking permit will be ticketed.

Parking in any University Village or main campus parking space without a valid permit is at your own risk and could result in being ticketed and/or towed.

Pest Control
Pest control may be required from time to time. Residents will be given at least 24 hours’ notice, and will be given a “to-do” list in an effort to aid in this process.

Recycling
CSU, Chico is known for its focus on sustainability—we are proud of the campus-wide commitment to leaving Chico better than we found it. This includes residence halls, Konkow Houses, and University Village. UHFS provides blue recycling bins in each room, as well as recycling centers in each community. Lassen, Shasta, Esken, and Mechoopda have centralized recycling centers adjacent to the rear entrances; Whitney and Sutter have recycling centers on each floor; and Konkow and UV have recycling centers adjacent to each dumpster enclosure. Recycling centers can accept glass, plastic, aluminum, paper, newspaper, cardboard, and block Styrofoam (Konkow and UV can also accept car oil and filters). Cardboard should be flattened and placed next to the recycling center. Pizza boxes cannot be recycled.

Waste from electronics and other hazardous materials cannot be accepted at the UHFS recycling centers. To make special arrangements for electronic waste, contact UHFS grounds at 530-898-4039.

Diversion Excursion (DE). Residents often accumulate extra items during the year and wish to donate or recycle those items before moving out. Diversion Excursion is a volunteer-based program run by UHFS and Associated Students on Thursday and Friday of final exam week in May. DE prevents more than 18,000 lbs of waste from entering the landfill. For more information, contact UHFS grounds at 530-898-4039.
Refrigerators and Microwaves

Mini-refrigerators (maximum 4.4 cubic feet) are allowed in student rooms in Whitney, Shasta, Lassen, Mechoopda, Esken, and Sutter. ONLY one mini-refrigerator is permitted per residence hall room. Each kitchen in Konkow Hall is equipped with three refrigerator/freezers. Each double studio and cluster kitchen at University Village is equipped with ample refrigerator/freezer space and therefore mini-refrigerators are not allowed unless approved by the RCC under special circumstances.

Stand-alone microwaves are NOT permitted in rooms. Combination mini-fridge/freezer/microwave units are allowed (except in UV and Konkow) provided they include a power allocator.

Residents are encouraged to support the RHA fundraiser and rent or purchase a unit from the vendor whose name was included in the mailing you received over the summer. If a student has brought their own mini-refrigerator and their roommate contracts a rental unit, the rental unit receives priority for the residence hall room.

ResNet (Internet Access)

Residential Networking (ResNet) is the program which administers University Housing connectivity. The ResNet office will be your resource for all networking concerns. For more information on the ResNet office, visit their website at www.csuchico.edu/resnet, or for assistance call their help desk at 530-898-HELP (4357).

PLEASE NOTE: Students are responsible for the “acceptable use policy” as it applies to computer technology on the residential network. You can find the policy online at www.csuchico.edu/stcp/about/aup.shtml. Violators will be subject to the conduct system and financial restitution.

Room and Mail Keys

UHFS issues a room key to each resident; these keys remain the property of UHFS. Duplication, modification, loan to another person, and unauthorized use or possession of keys are prohibited. Residents use their room key to access their assigned room and residents are required to keep their room key in possession at all times.

Residents who lock themselves out of their rooms may request a “lockout” from the front desk of their residence. Resident Advisors will respond to this request within two hours. The first and second lockouts are free of charge; the third and fourth lockouts are $10 each; the fifth and subsequent lockouts are $32 each.

Loss or theft of a room key should be reported to the ARCC immediately. A temporary room key may be issued for up to 48 hours to allow the resident to find the original room key. If that key is found, return the temporary room key to the ARCC. If the temporary key has not been returned within 48 hours, a lock change will be ordered and the charge will be billed to the resident’s account. Tampering with doors or locks is prohibited and will result in a vandalism charge.

Room Modifications

With a little imagination and effort, your campus room will reflect your personality. Before you begin to set up your room please note:

- Nails, thumbtacks, cellophane, and double-stick tape are discouraged and may result in a charge if they cause damage to the walls.
- Students may not make any renovation/addition or attachment that may cause damage (i.e., installing shelves).
- Absolutely no painting or altering of University property, facilities, or fixtures of any kind in your community and room.

Any unauthorized modifications must be removed within 24 hours of discovery. Any damages to your room or personal property as a result of the modification are your responsibility. You will be billed for all room damages.

Student Health Service

The Student Health Service is an outpatient primary care clinic staffed by physicians, nurse practitioners, and physician assistants, which provides medical care to students enrolled in the University. Services available include the treatment of acute conditions, injuries, illnesses, and a family planning program. An in-house licensed pharmacy, federally certified high complexity laboratory, and x-ray department complement the service available to students. For more information call 530-898-5241.

Thermostats

**North Campus (Esken, Mechoopda, and Konkow)**—Each room has a thermostat with buttons to adjust the temperature.

**Shasta and Lassen**—Each room is equipped with an individual thermostat and fan control that can be easily damaged unless its operation is understood. Heating and cooling are supplied to the building by a closed system that pipes hot or cold water throughout the entire building from a central boiler/chiller. Each room has a radiator-like core connected to the central piping system. Heating or cooling is achieved by the fan which circulates air through the core assembly. Every room in the hall will get the same result from the system at any given moment depending upon the temperature of the water being piped through the building. The central boiler is controlled by the outside temperature. The thermostat in each room merely determines whether the fan in that room will be on, thereby circulating the air across the radiator core. Storing items on top or in front of the unit will cause ineffective heating and cooling.

**Sutter**—Each room has a thermostat with a slider to adjust the temperature.

**University Village**—There is a centrally located thermostat with a slider to adjust the temperature.

**Whitney**—The heating/cooling units in rooms are controlled by a thermostat that senses the room temperature. The heat control is marked from warm to cool. It should be moved a small distance at a time until the correct temperature is reached in the room, and it should stay at that temperature as long as the fan is on. Please do not turn the fan off during very cold weather. The unit might freeze and later flood your room.
**UHUB**

Located next to Sutter and Whitney Halls, the UHUB is your home for student programs and events in University Housing. The UHUB is where you can catch films, entertainers, dances, concerts, banquets, and academic activities. The UHUB is open during programs and events so make sure to check the calendar of events posted in your hall or on the UHFS website. If you are interested in becoming a student building manager, applications are available online in the early spring. The UHUB is also home to RHA and PTP. Stop by and say hello!

**Water Damage**

To avoid damage to personal items during the rainy season, remove all items from the top of the heating/cooling unit and from the floor of your room. University Housing and Food Service will not be responsible for water damage to personal property. If you notice the heating/cooling unit or the floor around the area is wet, immediately notify the custodial staff.

**Wildcat ID Card**

You will use your Wildcat ID card to gain access to residence hall and University Village buildings, and participate in your meal plan program. The residence halls are secured 24 hours a day, however, as residents you may enter and leave at your discretion.

**Wildcat Mail**

At California State University, Chico, email is the officially adopted method for communicating official university business with students, faculty, and staff. Each student is provided with a campus Wildcat Mail account. Review the contents of your Wildcat Mail account on a frequent and regular basis. Official notifications from the University, to University Housing status, enrollment, academic status, fees, holds, and financial aid will be sent only to your Wildcat Mail account. If you do not want to examine your Wildcat Mail account on a regular basis, you can set up that account to forward messages to another frequently checked email address. Be sure this address accepts mail from your university account and your email inbox is not full. **Residents are required to check and respond to emails; failure to do so is not an excuse for not abiding by official directives.**

**Wildcat Recreation Center (WREC)**

Located on Cherry Street between First and Second Streets, the Wildcat Recreation Center is a workout facility completed in fall 2010. The fees for usage are included in your CSU, Chico fee payments. The state of the art facility uses a hand-scanning security system which is saved upon your on-site registration. The facility is open year round for student use and includes a variety of classes, several basketball courts, a swimming pool, hot tub, locker rooms, cardio equipment, a weight lifting area, climbing wall, and an indoor track. For operation hours or for more information, visit the WREC’s website at [www.aschico.com/wrec](http://www.aschico.com/wrec).

**Window Displays**

Student window displays are not allowed except for neighborhood watch and "private residence" signage/identifiers for University Housing staff apartments.

**Window Screens**

You may not remove window screens or the safety stickers for any reason. Tampering with window screens will result in a $25 charge plus a charge for any damage to the window screen. Objects thrown from windows will result in disciplinary action.

**Vacation Housing/Break Housing/Holiday Housing**

The fee period of the residence halls covers the academic year and ends with the last day of finals. It does not include the days of semester breaks which include Thanksgiving, winter, and spring breaks. If you remain in Chico during the recess periods and need assistance locating temporary housing, the University Housing Office can provide you with a list of area motels/hotels. University Village does not close during semester breaks.

In addition to the academic year, inspections occur during the winter break. UHFS staff will also enter rooms at University Village to inspect and/or address facility issues. Notification of these scheduled entries will be provided at least 48 hours in advance only if you have notified the professional residence life staff of your intent to stay on premises during break prior to 5 p.m. on the Friday of finals week.

**Vehicle Repairs**

You are not permitted to make any repairs to any vehicle or change oil in any vehicle in University parking lots. All parking lots and lawn storm drains empty into Big Chico Creek, the creek that runs through the main campus. Vehicles with oil leaks pollute the creek. If your vehicle leaks excessively you must capture the oil in a legal oil pan and have the leak repaired as soon as possible. The environmental hazard team may charge for oil spill clean-up. Any questions, please call UHFS grounds at 530-898-4039.

Vehicles parked in the parking lots found to be discharging any fluids such as oil, transmission fluid, anti-freeze, or other hazardous waste will be subject to a clean-up charge. This charge can be expensive and if the vehicle continues to leak, it may be towed.

**Zimride**

Zimride at Chico State is a new, fun, and easy way to coordinate your trips home with friends and colleagues. Zimride is our private network that makes it easy to share the seats in your car or catch a ride with fellow Chico State students. It’s simple! Have a car? Add your ride to offer and split the costs by driving with friends and colleagues. Need a ride? Add your request and find a ride. Zimride at Chico State will help you find others making similar trips. More information is available at [www.csuchico.edu/taps/rideshare-zimride.shtml](http://www.csuchico.edu/taps/rideshare-zimride.shtml).
Zipcars

Zipcar provides students with access to a vehicle whenever they may need it on an hourly rental basis. Students can use their computers or smartphones to reserve a car. The convenience of the Zipcar allows students access to a vehicle without the hassle of car payments, insurance, maintenance, and campus parking permits. To register or for more information, visit www.zipcar.com/chicostate.

License Agreement Summary

The full License Agreement can be found online at http://www.csuchico.edu/housing/documents/2014-2015_License_Agreement.pdf.

Room and Meal Plan Costs 2015–16

Current year room/board fees, and payment schedules are listed in the full License Agreement. Students are encouraged to review their own university accounts through the Chico State Portal for an up-to-date account balance. Miscellaneous charges such as keys, lockouts, individual, and community damage charges are not included in the online payment schedules. For more information, visit http://www.csuchico.edu/housing/apply/payments.shtml.

Refunds and Cancellations

Prior to fee period (before your move-in date)
Your University Housing License Agreement is for the academic year, except as provided in the terms and conditions. It is the Licensee’s responsibility to notify University Housing and Food Service in writing of cancellations. Notifying admissions, records, advising, etc., will not cancel your University Housing License Agreement. For a refund, minus the processing fee, University Housing must receive written notice by July 18, 2015.

After the fee period (on or after your move-in date)
Request for License Release forms are available from your Residence Community Coordinator (RCC) or Assistant Residence Community Coordinator (ARCC). Requests to terminate the UHFS License Agreement will be reviewed by the Request Committee. It is their responsibility to evaluate and respond consistently to such requests. The criteria for evaluating these requests are available from University Housing and Food Service.

All damage and cleaning charges are split between you and your roommate. If you have concerns about these charges you are encouraged to consult with the custodial supervisor. You must schedule an appointment to check out with the ARCC of your community to avoid improper check-out charges. When you check out of your room, you must follow the procedure set by the University Housing staff. Failure to do so will result in a minimum $50 administrative charge.

The terms and conditions of occupancy for use of all University Housing facilities are outlined in the University Housing License Agreement which must be submitted before occupancy.

Termination of Your University Housing License Agreement

If your License Agreement is revoked you will be given three days to check out of your room. If you are deemed a threat to yourself or others you may be required to check out within 24 hours. Under conduct procedures, you will still be required to pay all of your University Housing fees for the remainder of the fee period. In addition, you will be notified of the specific period during which you may not enter any of the University Housing facilities or the grounds. The final decision to terminate a University Housing License Agreement is made by the director of University Housing.

Note: Incidents that occur at the end of the fee period and are not fully processed will be carried over to the following year and registration will be restricted until the matter is resolved.

Unit Requirements

You must be a current CSU, Chico student enrolled in at least six units per semester to live in University Housing.

Break Periods

The license period of the residence halls covers the academic year through the end of spring semester and does not include the days of break periods, which include Thanksgiving, winter, and spring breaks. If you remain in Chico during the recess periods and need assistance locating temporary housing, the University Housing Office can assist you by providing phone numbers to local motels. Please consult your Residence Community Coordinator/Assistant Residence Community Coordinator (RCC/ARCC). Licensees assigned to University Village are permitted to use assigned bed space during the semester breaks.

The halls are closed during the following dates:

Thanksgiving Break
Friday, Nov. 20, 2015 at 6 p.m.–Sunday, Nov. 29, 2015 at 2 p.m.

Winter Break
Friday, Dec. 18, 2015 at 6 p.m.–Saturday, Jan. 23, 2016 at 2 p.m.

New Spring Residents Check-In
Saturday, Jan. 23, 2016 at 2 p.m.

Spring Break
Friday, March 11, 2016 at 6 p.m.–Sunday, March 20, 2016 at 2 p.m.

Student Conduct

In University Housing facilities, many people live, work, study, and sleep in a limited area, and it is essential that we cooperate with each other.

This is the first and most important rule in University Housing. You are expected to show respect and consideration for the attitudes, feelings, health, safety, welfare, and interests of the other students and staff who make up the residential community.
This works two ways. It is important that you do not infringe on others’ rights and it is equally important that you advocate for your own rights and feelings if someone bothers you. The rest of the rules in University Housing stem from this first rule, and failure to live by it will considerably complicate your living situation. If you don’t like a rule, talk the situation through constructively with your RA. Maybe the problem the rule was designed to avoid can be handled in some other way.

Overview
- UHFS policies govern all CSU, Chico-owned residences, including traditional residence halls (Shasta Hall, Lassen Hall, Sutter Hall, Whitney Hall, Esken Hall, and Mechoopda Hall), the Konkow Houses, and the University Village apartments. This definition includes the physical structure of the buildings, interior space of the buildings, and the grounds surrounding the buildings.
- UHFS policies apply to all residents of CSU, Chico-owned residences, their guests, and all visitors.
- UHFS policies apply for the duration of the fee period of the UHFS License Agreement:
  - Monday, August 17, 2015 at 9 a.m.–Friday, May 20, 2016 at 6 p.m. for residents of University Village and Whitney Hall.
  - Tuesday, August 18, 2015 at 9 a.m.–Friday, May 20, 2016 at 6 p.m. for residents of Shasta Hall, Lassen Hall, Sutter Hall, Esken Hall, Mechoopda Hall, and the Konkow Houses.

Definitions
- “UHFS” means University Housing and Food Service, a department of CSU, Chico.
- “Resident” means a CSU, Chico student who has signed the UHFS License Agreement, is assigned to a space within CSU, Chico-owned residences, and/or resides within a CSU, Chico-owned residence.
- “Campus” means all CSU, Chico-owned property, including the main campus, University Village, and the University Farm.
- “Residence” means an individual UHFS-owned building, including traditional residence halls, the Konkow Houses, and University Village apartments.
- “Community” means one or more residences that function as one unit. There are five communities at CSU, Chico: Shasta/Lassen, Sutter, Whitney, North Campus (Esken, Mechoopda, and Konkow), and University Village. Residents of one building in a community generally have access to other buildings within the same community, but that privilege may be revoked for cause at any time by the RCC or ARCC.
- “Room” means the bedroom and/or apartment shared by residents assigned to that room.
- “Space” means the area of a room and/or apartment assigned to which a resident is assigned. For example, residents in Lassen Hall are assigned to the left or right side of a room. The resident’s “space” is therefore the left or right side of a room.

“University official” means any career staff or faculty member of CSU, Chico.

Disciplinary Procedures
- Resident Advisors (RAs) are paraprofessional staff and are responsible for documenting alleged violations of UHFS and Student Code of Conduct policies. Professional staff, including Residence Community Coordinators (RCCs) and Assistant Residence Community Coordinators (ARCCs) may be involved in higher-level incidents such as public intoxication and drug use. Cooperation with the reasonable instructions of staff in the performance of their duties is expected [see section 17 of the Student Code of Conduct].

Documentation related to alleged violations of policy is confidential and will remain on file with Student Judicial Affairs (SJA).

Inspection of a space to investigate an alleged policy violation may be requested by UHFS staff and/or University Police. Such an inspection will take place only under the following conditions:
- Permission granted by the resident of that space
- Presence of the resident of that space

Note: During the course of advertised health and safety checks, UHFS staff may find evidence of a policy violation (e.g. covering the smoke detector). In such a case, photos of the situation will be taken, prohibited items disposed of, and an incident report filed.

Residents documented for a violation of policy will be referred to the Residence Community Coordinator (RCC) for a meeting. Attendance at this meeting is required. Residents will have the opportunity to give their perspective on the documented situation during the meeting.
- If the resident is charged with violating policies in the Student Code of Conduct (in Title 5 of the California Code of Education), the RCC will refer the resident to Student Judicial Affairs for adjudication.
- If the resident is charged with violating policies in Living In: The Residence Life Handbook, the RCC will adjudicate the incident.

Alleged violations of policy will be adjudicated according to the applicable university and/or department procedures.
- The evidentiary standard is “preponderance,” meaning that a student may be found responsible for a policy violation if there is more evidence indicating the student violated the policy than evidence indicating the student did not.
- Photographs, audio recordings, and video recordings may be used as evidence, including such photographs and recordings posted to social media.
- Consequences of being found responsible for policy violations depend on the severity and frequency of the violation as well as how the resident’s actions have impacted the community. Potential consequences have been provided for several major policies.

Residents found responsible for violating either UHFS policy or the Student Code of Conduct may be subject to the following sanctions:
UHFS Policies and Expectations

Major Policy Violations

Alcohol

Background and Resources

- We want campus housing to be a place where residents grow and develop. The alcohol policies reflect our desire to provide an environment conducive to making friends and succeeding academically. Policies will be enforced on a “no warning” basis. UHFS alcohol policies align with the Student Code of Conduct, Title 5 of the California Code of Education, and state law.

- The Campus Alcohol and Drug Education Center (CADEC) (www.csuchico.edu/cadec) can provide additional information for residents regarding alcohol use, alcohol cessation, and substance abuse.

Policies

- Use, possession, manufacture, and/or distribution of alcoholic beverages (except as expressly permitted by law and university regulations), or public intoxication while on campus or at a university-related activity is prohibited [see section 10 of the Student Code of Conduct].
  - This policy applies to all individuals, regardless of age, includes alcohol normally used in preparing food, such as cooking wine, and covers all areas of UHFS residences, including lawns, patios, sidewalks, balconies, parking lots, and grounds surrounding residences.
  - Alcohol, opened or unopened, confiscated in connection to a policy violation will be disposed of.
  - Damage resulting from alcohol use, including vomit and other biohazards, will be the responsibility of the resident. Custodial and maintenance charges may be applied.
  - Possession of alcohol paraphernalia, including—but not limited to—flasks, shot glasses, empty containers of alcohol (e.g. empty beer cans, empty bottles of vodka), beer bongs, kegs, and/or wine boxes is prohibited.
    - This policy also includes alcohol paraphernalia used as decoration.
  - Being in the presence of alcohol and/or alcohol paraphernalia is prohibited.
  - Drinking games with alcohol are not permitted.

Potential Consequences for Alcohol

- First violation—Disciplinary probation (including a note on the resident’s academic transcript), parent/guardian notification, alcohol education class (including payment of the class fee) or individual alcohol assessment, reflection paper, and/or community service.

- Second violation—Extension of disciplinary probation, parent/guardian notification, termination of UHFS License Agreement and removal from residences (financial responsibility for the remainder of the fee period), individual alcohol assessment, and/or reflection paper.

Compliance and Respect

- Residents and their guests must follow the directions of university staff members (including RCCs, ARCCs, RAs, Sutter Dining staff, custodians, and others). Providing false information or failing to provide information to staff, interfering with staff while they are performing their duties, or being uncooperative or verbally abusive is unacceptable, and may be considered a Title 5 violation.

- Upon the request of University staff, residents shall identify themselves and present their Wildcat card. Failure to provide immediate identification may require that a person leave the residence hall, University Village, and/or the campus.

- All members of our on-campus community should treat one another with respect. These expectations are reflected in the University Housing Diversity Statement. Behavior deemed detrimental to the development of our communities is prohibited.

Drugs and Drug Paraphernalia

Background and Resources

- We want campus housing to be a place where residents grow and develop. We take seriously the negative effects of drugs and other controlled substances. Policies will be enforced on a “no warning” basis. UHFS alcohol policies align with the Student Code of Conduct, Title 5 of the California Code of Education, and state law. We strongly encourage residents to voluntarily surrender prohibited items to UHFS staff and/or University Police.
The Campus Alcohol and Drug Education Center (CADEC) (www.csuchico.edu/cadec) can provide additional information for residents regarding alcohol use, alcohol cessation, and substance abuse.

**Policies**

- Use, possession, manufacture, and/or distribution of illegal drugs or drug-related paraphernalia (except as expressly permitted by law and university regulations), or the misuse of legal pharmaceutical drugs is prohibited [see section 9 of the Student Code of Conduct].
  - This policy applies to all individuals, regardless of age, includes drug use otherwise covered by Proposition 215 and the California Medical Marijuana Program, and covers all areas of UHFS residences, including lawns, patios, sidewalks, balconies, parking lots, and grounds surrounding residences.
  - Proposition 215 and the California Medical Marijuana Program are in direct conflict with federal law regarding illegal drugs and, as such, the California State University system does not permit the use, possession, manufacture, and/or distribution of marijuana on any of its grounds. Proposition 215 also prohibits the use and possession of marijuana within 1,000 feet of all public schools; all residence halls are within 1,000 feet of Chico High School. Residents who possess a valid medical marijuana card under Proposition 215 are encouraged to find a location off-campus where they can appropriately and legally use and possess marijuana.
    - Butte County District Attorney’s Medical Marijuana Guidelines, www.buttecounty.net/dat/215.htm
  - This policy includes synthetic drugs, drug residue, and closely-related organic components, such as stems.
    - Drugs confiscated in connection to a policy violation will be disposed of by University Police.
    - Damage resulting from drug use, including vomit, other biohazards, burn marks, and stains, will be the responsibility of the resident. Custodial and maintenance charges may be applied.
  - Carrying the odor of drugs (e.g. marijuana) on one’s person or belongings and/or in one’s room is prohibited.
    - The presence of odor may be used as evidence of use, possession, and/or manufacture of illegal drugs.
    - Possession of drug paraphernalia, including—but not limited to—bongs, hookahs, scales, vaporizers, grinders, pipes, roach clips, and/or chillums is prohibited.
      - This policy also includes drug paraphernalia used as decoration.
  - Being in the presence of drugs and/or drug paraphernalia is prohibited.

**Potential Consequences for Drugs and Controlled Substances**

- First violation—Disciplinary probation (including a note on the resident’s academic transcript), parent/guardian notification, termination of UHFS License Agreement and removal from residences (financial responsibility for the remainder of the fee period), drug education class (including payment of the class fee) or individual drug use assessment, reflection paper, and/or community service. Suspension from Chico State may be considered.

**Firearms and Weapons**

**Policies**

- Use, possession, manufacture, and/or distribution of firearms, ammunition, hunting bows and arrows, blades longer than 2.5", martial arts weapons and devices, tasers and stun guns, paintball guns, air-soft guns, BB guns, pellet guns, gunpowder, grenades, and/or explosives is prohibited [see section 13 of the Student Code of Conduct].
  - This policy also applies to any materials that, when assembled, would create an explosive device and/or ammunition.
  - No person on campus property or at a University event shall bring or possess or wear upon his/her person or have within his/her control a sheath knife or “buckskin” knife of any length, nor shall he/she bring or have in his/her possession or control any dirk, dagger, ice pick, unguarded razor, or knife with a blade measuring over 2.5” in length, or folding knife with a blade that locks into place [California Penal Code, Section §626.10]. This also includes the use of “toy” guns or weapons that can have an adverse effect on the community.

**Potential Consequences for Firearms and Weapons**

- First violation—Disciplinary probation (including a note on the resident’s academic transcript), parent/guardian notification, termination of UHFS License Agreement and removal from residences (financial responsibility for the remainder of the fee period), reflection paper, and/or community service. Suspension from CSU, Chico may be considered.

**Fire and Life Safety**

**Background and Resources**

- Resident safety is of paramount importance and, therefore, violations of fire and life safety policy are taken very seriously. Fire drills are scheduled once per semester and typically occur during the business day. False activation of the fire alarm desensitizes residents to the urgency of a fire and threatens the safety of hundreds of residents. For more information, see CSU, Chico Environmental Health and Safety at www.csuchico.edu/ehs.

**Policies**

- Any open flame in the buildings will lead to termination of license agreement.
Activating the fire alarm “pulling a fire alarm” when there is no reasonable threat of fire is prohibited and will lead to license termination.

Covering, tampering, damaging, and/or otherwise modifying smoke detectors is prohibited and may result in license termination.

Failure to evacuate the building immediately or follow directions of the UHFS staff or civil authorities during an alarm is prohibited.

Use and/or possession of appliances with exposed heating elements, barbecues, candles, incense, extension cords, fireworks, halogen lamps, stand-alone microwaves, electric grills, toasters, toaster ovens, hot plates, space heaters, plug-in air fresheners, hookahs, smoking paraphernalia, and/or liquid fuels is prohibited. Coffee makers, electric kettles, and blenders are permitted.

Power strips are permitted only if they have built-in circuit breakers. All power strips must be UL or ETL listed. Connecting multiple power strips together (“daisy-chaining”) is prohibited.

Storage of personal belongings, including bicycles, in hallways, public areas, or emergency exits is prohibited.

Storage of motorcycles, motorbikes, mopeds, and electric scooters inside UHFS facilities or bike racks is prohibited. The above vehicles should be parked in the designated spaces with a valid Chico State permit displayed. The above vehicles parked outside of designed spaces may be impounded and subject to a $100 impound fee and a $20 administrative fee.

Presence of more than eight individuals in a room is prohibited.

Decorations, due to the elevated fire risk, must conform to the following guidelines:

- Materials on doors must not be flammable, cover more than 10% (approximately 2.4 sq. ft.) of the door, or impede exit from the room.

**Approved decorations**

- One small message board (provided by UHFS)
- Soap-based poster paint
- Single-strand LED holiday lights
- Artificial trees and trees/plastic ribbons treated with flame retardant (if certificate of treatment is displayed)
- Tinsel, ornaments, and mistletoe

**Prohibited decorations**

- Fabric wall hangings, flags, and/or tapestries
- Incandescent bulbs, halogen bulbs, and/or other “hot” bulb types
- Tissue and/or crepe paper
- Trees and/or plastic ribbons not treated with flame retardant
- Wreaths and/or non-plastic bows
- Canned spray snow
- Anything spray painted in room windows (except for neighborhood watch materials)
- Curtains
- Anything not listed should be approved by the RCC or ARCC before posting. Clean-up of decorations is the responsibility of the residents—failure to remove decorations in a timely manner will result in a cleaning charge.

**Potential Consequences for Fire and Life Safety**

- First violation (activating the fire alarm when there is no reasonable threat of fire)—Disciplinary probation (including a note on the resident’s academic transcript), parent/guardian notification, termination of UHFS License Agreement and removal from residences (financial responsibility for the remainder of the fee period), a fine of $500, reflection paper, and/or community service.

**Guests and Visitors**

- Residents must accompany their guests at all times. “Guest” is defined as a person who is not assigned to live in the building of the resident host. Guests without a resident host will be escorted from the building and not permitted to return the same night and may forfeit future visitation privileges. Residents are responsible for the conduct of their guests.

- Residents must check in all guests at the front desk of their community from 8 p.m. to 8 a.m. Guests must bring a valid government-issued photo identification card (e.g. driver’s license, state ID, military ID, tribal ID, passport)—school, college, and university IDs are not accepted. Guests will be issued wristbands at check-in; these wristbands must remain on at all times and returned to the front desk when the guest leaves.

- Residents must have the permission of their roommate(s) before checking in an overnight guest. The right to privacy supersedes the privilege to have an overnight guest.

- Residents may check in guests of any gender.

- Residents may check in guests no more than two guests per night.

- residents may check in guests no more than three consecutive nights and no more than nine nights per semester.

- Guests will be permitted to check in only if they have reached the age of 16 years; guests younger than 16 are permitted in the community from 8 a.m. to 8 p.m. provided they are accompanied by a resident. Guests aged 16 and 17 years will only be allowed to check in if the following conditions have been met:

  - Resident who wishes to check in the guest has contacted the RCC at least two business days in advance to request approval;
• Parent/guardian of the guest has contacted the RCC at least two business days in advance to request approval.
• Parent/guardian of the guest has completed the required form and returned it to the RCC at least one business day in advance.
• Guest has a valid government-issued photo identification card.
• Note: the RCC may decline a request for a guest age 16 or 17 for cause, including concerns about the resident host’s conduct, the number of minor guests in the community, and other reasons.

• Guests must abide by the terms of Living In: The Residence Life Handbook, applicable University policy, and local, state, and federal law. Guests who are students at California State University are reminded that the Student Code of Conduct applies to all CSU campuses. Violations of policy may be communicated with a student’s home campus.

• Guests are not permitted during the following periods:
  • Labor Day weekend: Friday, Sept. 4, 2015 at 8 p.m.–Tuesday, Sept. 8, 2015 at 8 a.m.
  • Halloween weekend: Thursday, Oct. 29, 2015 at 8 p.m.–Monday, Nov. 2nd, 2015 at 8 a.m.
  • St. Patrick’s week: Friday, March 11, 2016 at 8 p.m.–Sunday, March 20, 2016 at 8 a.m.
  • Cesar Chavez weekend: Wednesday, March 30, 2016 at 8 p.m.–Monday, April 4, 2016 at 8 a.m.

Sexual Misconduct

Background and Resources

• Sexual misconduct is treated with the utmost seriousness and tact. Student Judicial Affairs (SJA) offers not only a way for victims to report, but also resources and support. SJA can be reached at 530-898-6897.

• Safe Place is a confidential resource available to students who have been victimized. Located in the parking structure on Second and Chestnut, Safe Place can be reached at 530-898-3030.

• Details on policies and regulations regarding sexual misconduct are available on the CSU system website, www.calstate.edu/EO/EO-1095.pdf

Policies

• Sexual harassment, assault, battery, and/or threat thereof is prohibited.
  • Federal law, state law, and CSU policy treat sexual misconduct severely. UHFS supports this approach and will not tolerate such behavior.

• Consensual sexual acts in public places (e.g. community restrooms, lobbies and lounges, sidewalks) are prohibited.

Potential Consequences for Sexual Misconduct

• First violation (sexual harassment, assault, and/or battery)–Disciplinary probation (including a note on the resident’s academic transcript), parent/guardian notification, termination of UHFS License Agreement and removal from residences (financial responsibility for the remainder of the fee period), reflection paper, and/or community service. Suspension from Chico State may be considered.

First violation (consensual sexual acts in public)–Disciplinary probation (including a note on the resident’s academic transcript), parent/guardian notification, reflection paper, and/or community service [see section 6 of the Student Code of Conduct].

MINOR POLICY VIOLATIONS

Animals

Possession of animals, except small fish in a maximum five-gallon tank, is prohibited. Residents can request accommodation of comfort and/or service animals through the Accessibility Resource Center at www.csuchico.edu/arc.

Bicycles

• Riding a bicycle inside of a residence or in the “campus core” is prohibited.

• Storing and/or attaching a bicycle to a wall, stairwell, exits, posts, railings, and/or shrubbery is prohibited.
  • The bicycle will be impounded by UHFS. A minimum $45 fine is required to recover the bicycle from the UHFS maintenance shop.

• Bicycles should be removed from racks adjacent to the residences during break periods to minimize chance of theft and vandalism. Residents may store bicycles in their rooms during break periods.

• In accordance with state law, all bicycles must be licensed. This may be done through the University Police. There is a $10 fee for a three-year license.

Bulletin Boards and Postings

• Abiding by officially-posted signs is required.

• Posting, hanging, and/or displaying advertisements and/or notices on community bulletin boards is permitted only with approval from UHFS.

Facilities and Damage Charges

• Damage to facilities is prohibited.
  • Residents are financially and judicially responsible for damage to the space to which they are assigned. Residents agree to be jointly responsible for the public areas they share with other residents of the community. If a responsible party for damages to a public area cannot be identified, charges will be applied to the entire community. Charges will accumulate through the year and be charged to a resident when the individual share of charges has reached $5.
Examples of public area damages:
- Drawing with chalk on brick and masonry (minimum $40 charge)
- Tread marks from bike grease
- Missing furniture
- Excessive messes that require additional custodial service
- Torn and/or defaced bulletin boards and display cases

Movement, damage, and/or destruction of room and community furniture is prohibited.
- Furniture may not be taken outside.
- Relocation charges will be charged to return furniture to its original location at a rate of $25 per piece (plus administrative charges).

Presence in or transit through locked areas, such as roofs, storage areas, and mechanical areas is prohibited.

Decorations and/or displays in resident room windows are prohibited except for neighborhood watch and "staff apartment" signs.

Tampering, defacing, ripping, and/or otherwise modifying windows, screens, and/or safety stickers is prohibited. Violations will result in a $25 minimum fine and a meeting with the RCC to determine further sanctions.

To avoid damage to personal items during the rainy season, remove all items from the top of the heating/cooling unit and from the floor of your room. UHFS will not be responsible for water damage to personal property. If you notice the heating/cooling unit or the floor around the area is wet, immediately notify the custodial staff.

Gambling
Gambling (defined as activities played for money or representations of value) is prohibited.

Keys
Keys are issued solely to the license of a particular bed space. Lending room keys, mail keys, or student IDs to any individual for any reason is prohibited.

Masks or Face Coverings
Wearing masks, costume hoods, face painting, and/or other objects that prevent University officials from making a visual identification is prohibited.

Noise and Sound
Background
- Our buildings are designed to support academic achievement. Residents live in close proximity to one another and noise travels through floors and walls. As such, “quiet hours” have been established from 9 p.m. until 9 a.m. on Sundays–Thursdays and midnight–9 a.m. on Fridays and Saturdays. Resident Advisors will generally give warnings to residents during the first few weeks of the fall term. “quiet hours” during final exam weeks are 24-hours a day.

The right to quiet supersedes the privilege to make noise.

Policies
- Excessive noise and/or sound (defined as that which can be heard or felt in an adjoining room and/or in the hallway three doors down in the traditional residence halls) is prohibited during "quiet hours."
  - Residents are encouraged to speak directly with the responsible individuals. If the noise remains excessive, contact the Resident Advisors on call.
- Extreme noise and/or sound (defined as that which can be heard at the opposite end of the hallways in the traditional residence halls, heard or felt on a different floor, and/or heard out of the windows) is prohibited at all times.
  - Residents are encouraged to speak directly with the responsible individuals. If the noise remains extreme, contact the Resident Advisors on call.
- Playing amplified sound equipment out of windows is prohibited at all times.

Online Communities
Facebook and Twitter are popular online communities used by students. There are many positive uses for these, as well as some things to watch out for. Students need to know that any policy violations occurring in University Housing halls and documented on an online community space may be used as evidence in the conduct process. Also, please follow safety guidelines in sharing personal information on these online spaces. This may include, but is not limited to, hall and room number, cell phone number, birthdate, and photographs.

Refrigerators and Microwaves
- Refrigerators larger than 4.4 cubic feet are prohibited (except in University Village and Konkow House kitchens).
- Possessing more than one refrigerator per bedroom is prohibited. If more than one roommate has a refrigerator, priority will be given to the unit rented from the recommended vendor.
- Stand-alone microwaves are prohibited. Combination microfridge/freezer/microwave units are permitted only if they include a power allocator.

Smoking and Tobacco
Background and Resources
- We want campus housing to be a place where residents grow and develop. We take seriously the negative effects of tobacco.
Therefore, our smoking and tobacco policies are designed to protect the health of the entire community. If you want help quitting smoking, talk to a health professional and/or consult this resource, www.smokefree.gov.

- The Food and Drug Administration (FDA) has determined that electronic cigarettes pose acute health risks and contain detectable levels of carcinogens and toxic chemicals. Therefore, the use of electronic cigarettes is not permitted within the residence halls and University Village.
- There are designated smoking areas near the residence halls and University Village. Ask a UHFS staff member for their location.

Policies

- Use of tobacco-related products (including, but not limited to, cigarettes, cigars, electronic cigarettes, hookahs, pipes, bongs, lighters, flammable liquids, incense) is prohibited in all CSU, Chico buildings.
- Use of tobacco-related products (as defined above) is prohibited within 25 feet of all building entrances, windows, and air vents.
- Possession of hookahs, bongs, flammable liquids, fuels, and/or incense is prohibited.

Social Activity Guidelines

- No open socials—all participants of socials must be either invited guests or residents of the room where the social is taking place.
- Maximum size of socials—the number of participants in a room/apartment social shall not exceed eight at any given time.
- Policy violations—University Housing staff may close down a social if either noise or alcohol violations occur or if the social threatens the health and safety of other residents.
- Social host/hostess—In the event of accident or injury related to alcohol consumption, the host/hostess could be held legally responsible.
- Closure of social activities—all socials are to end by midnight; however, staff may close a social earlier if it is disruptive to the building community.

Solicitation

Solicitation is considered trespassing and is prohibited. Residents are encouraged to contact UHFS staff if they encounter solicitors.

Sports

Sports (such as basketball, soccer, skateboarding, and frisbee), roughhousing, tree climbing, and water fights in UHFS facilities are prohibited.

State Standards for Student Conduct (Title 5)

A. Standards for Student Conduct (Title 5, California Code of Regulations, Section §41301)

(a) Campus Community Values

The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community must choose behaviors that contribute toward this end. Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.

(b) Grounds for Student Discipline

Student behavior that is not consistent with the Student Code of Conduct is addressed through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences. The following are the grounds upon which student discipline can be based:

1. Dishonesty, including:
   a. Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage
   b. Furnishing false information to a University official, faculty member, or campus office
   c. Forgery, alteration, or misuse of a University document, key, or identification instrument
   d. Misrepresenting one’s self to be an authorized agent of the University or one of its auxiliaries

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

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

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

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

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

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

8. Hazing or conspiracy to haze—Hazing is defined as any method of initiation or pre-initiation into a student organization or student body, whether or not the organization or body is officially recognized by an educational institution, which is likely to cause serious bodily injury to any former, current, or prospective student of any school, community college, college, university, or other educational institution in this state [Penal Code §245.6], and in addition, any act likely to cause physical harm, personal degradation, or disgrace resulting in physical or mental harm, to any former, current, or prospective student of any school, community college, college, university, or other educational institution. The term “hazing” does not include customary athletic events or school sanctioned events. Neither the express or implied consent of a victim of hazing, nor the lack of active participation in a particular hazing incident is a defense. Apathy or acquiescence in the presence of hazing is not a neutral act, and is also a violation of this section.

9. Use, possession, manufacture, or distribution of illegal drugs or drug-related paraphernalia (except as expressly permitted by law and University regulations) or the misuse of legal pharmaceutical drugs

10. Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law and University regulations) or public intoxication while on campus or at a University-related activity

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

12. Unauthorized destruction or damage to University property or other property in the University community

13. Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the campus president) on campus or at a university related activity

14. Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose

15. Misuse of computer facilities or resources, including:
   a. Unauthorized entry into a file, for any purpose
   b. Unauthorized transfer of a file
   c. Use of another’s identification or password
   d. Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community
   e. Use of computing facilities and resources to send obscene or intimidating and abusive messages
   f. Use of computing facilities and resources to interfere with normal university operations
   g. Use of computing facilities and resources in violation of copyright laws
   h. Violation of a campus computer use policy

16. Violation of any published University policy, rule, regulation, or presidential order

17. Failure to comply with directions, or interference with any University official or any public safety officer while acting in the performance of his/her duties

18. Any act chargeable as a violation of a federal, state, or local law that poses a substantial threat to the safety or well-being of members of the University community or to property within the University community or poses a significant threat of disruption or interference with University operations

19. Violation of the Student Conduct Procedures, including
   a. Falsification, distortion, or misrepresentation of information related to a student discipline matter
   b. Disruption or interference with the orderly progress of a student discipline proceeding
   c. Initiation of a student discipline proceeding in bad faith
   d. Attempting to discourage another from participating in the student discipline matter
   e. Attempting to influence the impartiality of any participant in a student discipline matter
   f. Verbal or physical harassment or intimidation of any participant in a student discipline matter
   g. Failure to comply with the sanction(s) imposed under a student discipline proceeding

20. Encouraging, permitting, or assisting another to do any act that could subject him or her to discipline

B. Procedures for Enforcing This Code

The Chancellor shall adopt procedures to ensure students are afforded appropriate notice and an opportunity to be heard before the University imposes any sanction for a violation of the Student Conduct Code.

C. Application of This Code

Sanctions for the conduct listed above can be imposed on applicants, enrolled students, students between academic terms, graduates awaiting degrees, and students who withdraw from school while a disciplinary matter is pending. Conduct that threatens the safety or security of the campus community, or substantially disrupts the functions or operation of the University is within the jurisdiction of this article regardless of whether it occurs on or off campus. Nothing in this Code may conflict with Education Code Section 66301 that prohibits disciplinary action against students based on behavior protected by the First Amendment.
Keeping emergency contact information up-to-date with family and friends on a regular basis is important. Students are encouraged to establish a habit of checking in with family and friends on a regular basis. Updating friends and family members with changes to email, cell, and other contact information is also important. Making sure that a roommate, designated friend, or guardian knows how to reach you and what your routine is can also be helpful. Establishing a habit of checking in with family and friends on a regular basis can be beneficial.

Missing Student Policy

All students who reside in on-campus housing must designate another individual as a contact who will be notified by the University if a student is determined to be missing for more than 24 hours. Residence hall students will have the opportunity to designate an emergency contact when they check in to the University residence halls.

Notification will be made to the designated contact and the appropriate law enforcement agency for a student of any age who resides on campus and stipulates that the student’s custodial parent or guardian must be notified within 24-hours after the student is determined to be missing.

Many missing person reports in the University environment result from someone changing their normal routine and failing to inform others. Students can take a proactive role by keeping emergency contact information up-to-date with the University, updating friends and family members with changes to email, cell, and other contact information, making sure that a roommate, designated friend, and/or family member knows how to reach you and what your routine is, and establishing a habit of checking in with family and friends on a regular basis.

Motorcycles and Mopeds

The fire marshal prohibits motorcycles, mopeds/motorbikes, and electric scooters or extra fuel from being stored inside residence halls/apartments due to extreme fire hazard. These vehicles may not be driven on sidewalks or parked in bicycle racks. They should be parked in the designated areas with the appropriate permit displayed. Vehicles not in designated areas will be impounded and a minimum $100 impound fee, a $20 administrative fee, and property damage costs will be charged to recover the motorcycle, bike, or scooter.

Elevators

Elevators are located in Whitney and Sutter Halls. Unfortunately, a major cause of elevator malfunction is overloading and roughhousing. Any damage due to residents’ behavior will result in a charge to the individuals involved. If they cannot be identified, the hall community will be held responsible. The minimum damage charge is $500. Tampering with elevators is an extremely serious offense, and severe disciplinary action will be taken if you are involved. This includes, but is not limited to, pushing the emergency bell in a non-emergency, jumping in the elevator, and playing with the elevator doors. Please be advised, cameras are located in each elevator for the safety and security of all students.

Railways

The Union Pacific Railway System runs adjacent to the Chico State campus. There are clearly established and marked crossover points along the railway system (i.e., streets and bike paths) authorized for this purpose. Individuals discovered without permission on private Union Pacific “right of way” lands may be cited for a misdemeanor offense. “Right of way” property means any land owned, leased, or possessed by a railroad upon which is placed a railroad track in addition to the land immediately adjacent thereto to the distance of 20 feet on either side of the tracks.

Many trains travel through Chico daily, most at high speeds. Railway crossing other than at designated and authorized points of entry is trespassing and extremely dangerous. Unfortunately, there have been student fatalities associated with unauthorized railway access. Barriers and fences are in place to enhance security and to provide clearly identified cross-over areas, which should be utilized at all times.

The California Penal Code Section 369i(a) states: “Any person who enters or remains upon the property of any railroad without the permission of the owner of the land, the owner's agent, or the person in lawful possession and whose entry, presence, or conduct upon the property interferes with, interrupts, or hinders, or which if allowed to continue would interfere with, interrupt, or hinder the safe and efficient operation of any locomotive, railway car, or train is guilty of a misdemeanor.”

University Police, City of Chico, and Union Pacific Railroad Police work cooperatively to insure that safe and authorized crossover points are maintained. Individuals discovered violating the California Penal Code and/or vandalizing property will be cited and prosecuted.

Safety, Security, and Theft

If you have been victimized by theft, acts of violence, sexual assault, harassment, or have witnessed unusual or bizarre behavior, report it to the Residence Life staff immediately and notify University Police. If you are a witness to a campus crime, call University Police immediately. University Police can be reached at 530-898-5555 (non-emergency) or 911 for emergencies.

Please be aware that the front doors of the traditional residence halls are locked 24 hours a day for your safety. Our card access system is designed to allow only residents of each hall to enter their own building (except Sutter dining during meal hours). Please do not open the front doors of your building for others. Residents should use their Wildcat card to enter the building. Please remember to carry your room key and Wildcat card at all times. Asking fellow residents, whether they know you or not, to open the front door will put them in an awkward position and risk the security of your living environment.

Periodically, usually in the evening, you may see University Police in or around your community. This should not be a cause for alarm because they help to prevent thefts and serve as a deterrent for other crimes. We have requested that they drop by each hall’s main desk to become familiar with you and the staff. Please be advised that there are security cameras in various University Housing locations for the safety of all students.
As an additional safety measure, you may wish to engrave an identifying number on your property and record ID numbers of all valuables on a record form. During break periods, it is highly recommended that you take all valuables home with you, including TVs, DVD/VCRs, MP3 players, and computers. Even though the halls are shut down, the possibility of theft still exists. With fewer students and staff present, there is less security. As stated in the UHFS License Agreement, the University assumes no responsibility for lost, stolen, damaged, or destroyed property, including during periods when you are not in occupancy. You are encouraged to have appropriate renter’s insurance. You are strongly encouraged to store all valuables in your room and not in a common area.

Security Camera System

There are closed circuit television camera (CCTV) systems in each UHFS residential community. In some instances, this includes CCTV cameras in common and public areas inside of residence hall buildings (i.e., entrances/exits, service desk offices, hallways, lobby areas, lounge areas, and stairwells). Be advised that the residence hall CCTV system is not a surveillance program. There is no one continuously viewing camera transmission. Instead, the UHFS CCTV system serves to provide an electronic record and a means to deter inappropriate behavior and a method to determine responsibility when damage and vandalism occur.

Nontraditional Housing Additional Policies and Information

Konkow Residents

House Duties

Living in a Konkow House is a privilege—residents are expected to live up to the community standard of sharing the workload to keep up the house, respect one another’s property, and contribute to the well-being of every resident. Residents are responsible for their own bedrooms and food cabinet; residents are jointly responsible for kitchens and common spaces (including vacuuming, mopping, and washing dishes); custodians are responsible for bathrooms. UHFS provides pots, pans, dishes, and utensils; residents bring a towel to dry their dishes (in addition to their other belongings).

Note: residents are instructed to not dispose of cooking grease in the sink or into landscaping.

Residents in each house will create a list of responsibilities, a cleaning and task schedule, and general expectations of the house. RAs and the RCC will oversee this process to ensure a fair standard and that all residents understand the upkeep policies. The consequences for upkeep violations are determined by the ARCC/RCC, but generally follow this pattern:

- Warning from the RA
- Official warning letter from the ARCC/RCC and one hour of community service
- Meeting with the ARCC/RCC and educational sanctions
- Movement to another building

House Funds

Houses generally collect $3–$5 from each resident to purchase shared cleaning supplies like dish soap, aluminum foil, sponges, and disinfectant wipes. House residents have the authority to determine the amount of the fee (up to $10 per resident) via a democratic process overseen by the ARCC, RCC, and/or RA.

Living in the International House

International House offers the opportunity to live and learn with residents from around the world. Domestic and international students encounter new cultures, new foods, and new languages—a unique experience for all. International House does not close during academic breaks and there is a Resident Advisor on-call during break periods.

Residents are expected to keep in mind the challenge of living in a cross-cultural community and should be mindful of differences and communicate as openly as possible so all may live together comfortably.

University Village Residents

Cleaning

Residents are responsible for cleaning their kitchens and bathrooms. Residents in each apartment may choose to create a list of responsibilities, the cleaning and task schedule, and general expectations of the house. RAs and the RCC will oversee this process to ensure a fair standard and that all residents understand the upkeep policies. The consequences for upkeep violations are determined by the ARCC/RCC, but generally follow this pattern:

- Warning from the RA
- Official warning letter from the ARCC/RCC and one hour of community service
- Meeting with the ARCC/RCC and educational sanctions
- Movement to another building

Common Spaces, Pools, and Hot Tub

University Village has two swimming pools, one hot tub, two community rooms, and one programming/event center. The pools and hot tub are open from 10 a.m.–10 p.m. daily when in season.

- Use of common spaces, pools, and the hot tub is reserved for University Village residents and their guests only.
- Residents may host up to two guests and must accompany their guests at all times.
- Adult supervision of individuals aged 14 and under is required per state law.
- Possession of glass containers in and around the pool and hot tub areas is prohibited.
Patios and Balconies

University Village apartments have either patios or balconies. It is the responsibility of the residents to keep the areas clean. Safety is our priority. To that end, there are several policies that apply only to University Village:

- Use of patios and/or balconies for storage is prohibited.
- Blocking the path of access to patios and/or balconies (through accumulation of obstacles) is prohibited.
- Hanging clothing, towels, hammocks, and/or other personal belongings on hand rails, balcony rails, in walkways, in windows, and/or on patios is prohibited.
- Moving university-provided furniture outside is prohibited; moving personal furniture outside is permitted if approved by the ARCC/RCC.
- Placing objects (e.g. planters) on railings is prohibited.
- Use and/or possession of personal barbecues is prohibited.

Any violation of these policies may result in financial restitution and/or the initiation of the student conduct process.
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