UNIVERSITY HOUSING

LIVING-IN GUIDE 21-22

MORE THAN JUST A ROOM
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University Housing provides a setting for students and staff to actively learn, pursue new opportunities, intentionally connect, personally develop, and advance toward lifelong success.

**Diversity Statement**

University Housing affirms that each person is a distinctive contributor to our community. Our commitment is to embrace an inclusive environment in which all persons are respected, valued, and individually celebrated.

**Pillars**

- Connecting to Campus
- Personal Development
- Leadership & Engagement
- Diversity, Equity & Inclusion

**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 that 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 that 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 that govern 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 UH License Agreement and the sections of this handbook that outline the University’s rules and regulations. When submitting a UH License Agreement you have obligated yourself to live by all of these regulations and will be held accountable for your actions.

University Housing Community
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 provide 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.
Students 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 subscribes to and supports the ACUHO-I Statement of Student Rights and responsibilities as reprinted here:

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 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

**University Housing Staff**

**Desk Attendants (DAs)**
Returning students who work the community front desks. All DAs have undergone extensive training and can answer most questions from residents. All DAs have passed background checks.

**Mail Attendants (MAs)** are returning students who work within the Whitney and University Village Mail Rooms. All MAs have undergone extensive training to assist residents with picking up packages and deliver paper mail into the communities.

**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.

**Residence Life Coordinators (RLCs)** are professional staff members who live in the residence halls. Each RLC oversees the Resident Advisors and front desk, Desk Attendants, resolves roommate conflicts, monitors room moves, and supervises Community Council (COCO) for their community. RLCs have offices near the front desks and can be reached by email and phone. All RLCs have passed background checks and are specially trained in crisis management. There is always an RLC on call.

**Residence Community Coordinators (RCCs)** are professional staff members who live in the residence halls. Each RCC oversees the Resident Advisors and administers student conduct. RCCs have offices near the front desks and can be reached by email and phone. All RCCs have passed background checks and are specially trained in crisis management. There is always an RCC on call.

**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.

**Living with a Roommate(s)**
Your roommate(s) 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. 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.

Cleaning Suggestions
You and your roommate(s) share the responsibility for maintaining the cleanliness of your environment. This is a task to be worked out between you both. Vacuum cleaners 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.

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, or live-in professional staff 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 September 10th, and then only upon the request and approval of the Residence Life Coordinator (RLC). If you transfer to another room during the semester, please remember that you are responsible for the condition of the room and any community damages to the space you are vacating at the time you relocate.

University Housing reserves the right to fill any vacant bed space, with a resident who has an approved room change request. If you are aware of an upcoming vacancy in your room or a room where you want to move, you are required to submit a Reassignment Request. Reassignment Requests are available through your Resident Center.

University Housing Movements Policy
University Housing offers a wide range of living occupancy options from single rooms through quads, and six-person suites. The majority of rooms within University Housing are double occupancy. When a vacancy occurs in a multiple occupancy room, residents are notified that they most likely will 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. If there is a vacant bed space in a room, UH reserves the right to fill that space.

Check-In and Check-Out
When you move into 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 Maintenance Request system via your UH Resident Center. Residents are required to complete their Room Inventory Card and submit a Maintenance Request for any items needing repair. The electronic service request is kept on file as a record of inventory in your room. UH will assess all damages in your room after you 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.

**Move-Out Tips**

During the academic year if you have a reassignment or are relocated to a different bed space/room, you will need to make sure your bed space/room is returned to the same condition as it was at check-in. It is because after check-out 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.

Please remember there is a $50 improper check-out fee, $43 charge for lost or not returned Access Cards.

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
- Clean sink and vanity
- Vacuum and mop bathroom floor

**Kitchen (UV & Konkow)**
- Empty and remove contents in refrigerator, cabinets, oven, microwave, and stove top
- Clean sink clean
- Vacuum and mop kitchen floor

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

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

**Desk and Dresser**
- Remove personal belongings
- Empty drawers, dust and wipe them out
- Dust the outside and tops of items

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

**MicroFridge**
- Please leave your MicroFridge in your room
- Unplug the unit to defrost it and clean the unit 48 hours BEFORE your check out
- DO NOT USE sharp objects to defrost the unit
- Completely clean and dry unit (this includes seals and inside/outside surfaces of the refrigerator, freezer, and microwave)
- Return with all parts: ice cube trays, ice scraper, top and bottom shelves, and microwave plate and ring—there will be additional charges for missing parts
- Leave refrigerator and freezer doors open

**Mirrors**
- Remove stickers or items
- Wipe 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

**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 usable items.

**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 or apartment are responsible for the cost of repair or replacement of damaged items.

Maintenance Requests have been written and processed for all recorded damage and then cross-checked to room or space conditions noted at check-in. Consequently, charges represent only new damages that 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 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, or 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, or 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>$85</td>
</tr>
<tr>
<td>Blinds (vertical blinds)</td>
<td>$120</td>
</tr>
<tr>
<td>Carpet (requires installation 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>$250</td>
</tr>
<tr>
<td>Refrigerator (UV/Konkow)</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**
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.

**Leadership Opportunities**
Community engagement and involvement are essential for a healthy residential community. Leadership education and experience are provided through the Residence Hall Association (RHA), Hub Productions, and the individual Community Councils (COCO).

**Residence Hall Association**
The direction and vigor of the [Residence Hall Association (RHA)](url) is dependent upon and determined by you. This recognized student organization represents all students living in University Housing. You support the organization by paying the RHA fee that is included in your room fees. This fee allows you to
be admitted free to all RHA-sponsored events. More importantly, all monies generated through RHA membership dues directly benefit residents.

RHA is the umbrella organization that supports individual Community Councils (COCO) and is involved in promoting professional development and leadership growth of all members.

Do you have the experience to lead? Information about recruitment will be sent to you during the summer. Additional leadership opportunities will be promoted at move-in and through your resident advisor.

**Community Council (COCO)**
Individual Community Councils represent each residential community in RHA. Activities and programs are organized, directed, and supported by the students themselves with the assistance of the residence life staff. Residents can interview for a COCO Executive Position during the fall semester. Recruitment will begin immediately after move-in. COCO is involved in developing active programs for residents in the community as well as serving as a voice for students.

**The Hub**
The Hub is a common space at University Housing where residents can gather with friends, study, watch TV and movies, grab a snack and play video games. There are two locations, one in Sutter Courtyard and another at University Village. From the late-night food events to weekly craft nights, the Hub is a great place to connect and have fun. If you are interested in getting involved, join Street Team to volunteer with the Hub!

**University Housing Services and Programs**

**Campus Connection**
The Chico State 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 any “blue light.” Blue light phones are call boxes at exterior locations throughout the campus, which automatically dial 911 and ring directly to the Chico State 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/RLC 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 that 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 and 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 Wildcat Den serves more than 15,000 meals each week. All meals on the Meal Plan are served in Sutter Residential Dining Hall or in the Wildcat Den. The dining service staff works closely with staff and 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 toward meals at other food venues on campus while the “Flex Cash” can be used at the Marketplace in the BMU, the three coffee shops on campus, and the two convenience stores on campus. However, Flex Cash may not be used in the Chico State Wildcat Store.

Breakfast, lunch, and dinner are served Monday through Friday, except for Thanksgiving, as well as winter and spring breaks. Brunch and dinner are served on Saturday, Sunday, and academic holidays at the Sutter Grill To-Go.

All dine in 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 Services manager at 530-898-4815. 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 (you may swipe in two guests per meal). 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.

AS Dining Services takes great pride in our continued efforts towards creating a sustainable operational model. We have recently implemented some customer focused changes to help us further these goals:

- In order to reduce the impact on our local landfill we have installed an OZZI Re-usable Container system inside of the Sutter Dining Hall. The OZZI system will allow us to eliminate a considerable portion of our disposable paper containers generated in Residential Dining by replacing them with re-useable BPA-free plastic OZZI containers.
- We have eliminated plastic utensils and straws from our to-go stations and have replaced them with FSC certified birchwood utensils and paper straws. *Though the preferred method at CSU Chico, is that you bring your own re-usable utensil kit and re-usable straw such as those found throughout our retail stores on campus for purchase.
- We will not have paper bags available for To-Go orders in order to further reduce paper waste from reaching the landfill. Students should consider bringing a re-usable bag if they need something to transport their items in.

Please note the following:

- When you arrive on campus, you will receive a complimentary re-useable cloth bag, and a token for the OZZI machine
- Trade your OZZI token for your on-line order when you arrive at one of our To-Go stations
- Remember to bring your token and your cloth bag with you when you pick up your order. Paper bags will not be provided.
- If you do not have a token with you when you arrive you will not receive your order
- Store your container in the cloth bag and at your convenience, return your used container to the OZZI machine located just inside the Sutter Grill To-Go entrance to receive a token for your next to-go order
- If you lose your token (or your container), you may purchase a replacement token at the Sutter Dining main entrance for $5.00.

If you have any questions please contact our Dining Manager at (530) 898-4815.

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 ensure 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 business days 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 utensils, crockery, and other UH-owned items from Sutter Dining and the Wildcat Den is prohibited.

Meal Hours
Sutter Residential Dining Center
Monday–Friday
Breakfast: 7:30 a.m.–10:00 a.m.
Lunch: 11:00 a.m.–3:00 p.m.
Dinner: 5:00 p.m.–8:00 p.m.

Saturday, Sunday, and Holidays
Brunch: 10 a.m.–1 p.m.
Dinner: 4:30 p.m.–7 p.m.

University Village/Quarantine Delivery Schedule
Sunday-Saturday
11:00 a.m., 1:00 p.m., 6:00 p.m.

Wildcat Den
Monday-Friday
9:00 a.m.–4:00 p.m.

Sutter To-Go
Sunday–Thursday
11 a.m.–11:00 p.m.
Friday–Saturday
11 a.m.–10:00 p.m.

In addition to meals at Sutter Dining or the Wildcat Den, your University Housing Meal Plan includes Flex Cash, which may be used at the campus convenience stores, coffee shops, and BMU Marketplace. However, it is not accepted in the Chico State Wildcat Store or Sutter Café.

Butte Station
Monday–Friday, 7 a.m.–4 p.m.

BMU Marketplace Café
Monday–Friday, 10:30 a.m.–5 p.m.

Creekside Coffee
Monday–Thursday, 7 a.m.–5 p.m. | Friday, 7 a.m.–3 p.m.
Common Grounds in BMU
Monday–Friday, 7 a.m.–1 p.m.

Holt Station
Monday–Friday, 8:00 a.m.–2 p.m.

Urban Roots in BMU
Monday–Friday, 8:00 a.m.–4:00 p.m.

Energy and Water 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, and some communities have low-flow toilets. Please do your part by turning off lights and heating/air conditioning units when you are not home.

Community Desk
There are Front Desk(s) at each community and are open 24 hours per day. A Desk Attendant is always available for assistance and can help 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, games, and a variety of sports equipment are available at each front desk.

Lost and Found
Items found by UH 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 University Police. Residents looking for lost items should contact their front desk. If lost items are not at the front desk, contact the Information Center at 530-898-4636.

Bins
UH has a limited number of bins available during move-in and move-out. Bins may be checked out at the front desks or designated Bin Stations. Verification of a Student 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.

Furniture
All University Housing facilities are furnished. 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. Painting of walls and furniture is prohibited. Water beds are prohibited.

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 minimum 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 and furniture and may be subject to disciplinary action.

**Grounds**
The UH 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.

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 Inspection**
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 UH Room Entry Policy, residents will be given a minimum 24-hour prior notice and we will not enter your living space without knocking. However, 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/RLC.

In addition to the academic year, inspections occur during the Breaks. UH staff will also enter rooms at University Village and Konkow 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 UH facilities (including common spaces and bedrooms) have wireless access to the Internet. Personal wireless routers are prohibited, as they interfere with the existing access points. All activity on the wireless and wired networks at Chico State is bound by an acceptable use policy, as well as the Digital Millennium Copyright Act. Click [here](https://www.csuchico.edu/) for more information.

Each community has at least one computer lab with 24-hour access by Wildcat Card and free printing for academic purposes. Problems with computer labs or printing can be reported to UH at UHhelp@csuchico.edu or 530-898-4012.
Android:

1) Ensure csuchico & csuchico-guest are forgotten prior to connecting to eduroam
2) Tap to connect to eduroam. There are specific settings required before entering your personal credentials. They are (If present):
   - EAP method: PEAP
   - Phase 2 authentication: MSCHAPV2
     (or automatic if available)
   - CA Certificate: use system certificates
   - Online Certification Status: Do not validate
   - Domain: csuchico.edu
   - Identity: your full @mail address
     (@csuchico if staff/faculty)
   - Password: your csuchico password
3) Tap on connect. The connection may fail or say “saved” if credentials are incorrect
4) You are now connected!

Chrome OS:

1) Connect to the csuchico network and navigate to any webpage (Or go directly to www.csuchico.edu/eduroam and go to Step 3).
2) This should redirect to the page below: Select “SET ME UP”
3) Click “Install” to be directed to the Chrome Web Store to install the JoinNow MultiOS Chrome extension.
4) Select “Add to Chrome” to install the JoinNow MultiOS web extension.
5) A popup window will appear. Click “Add Extension”.
6) You can now close the Chrome Web Store tab and return to your original setup tab. Enter your csuchico email address and password and click
Kitchens
Each community (except Whitney Hall, Esken Hall, and Sutter Hall) has kitchens available for residents’ use only. Keys may be checked out at the Front Desk. 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 suite/studio.

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). All of our communities are equipped with accessible laundry facilities. With the WASH-Connect app, there’s no need to fumble for quarters, search the laundry room for available machines, or guess when your laundry is done. Pay for laundry from your phone, submit refund and service requests, and much more!

The WASH Company maintains the laundry machines; residents should call 800-225-5293 to report an issue. Tampering, defacing, unplugging, 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.

Laundry Card Kiosk Instructions

The laundry machines at this property use a contactless laundry card system.

This kiosk will dispense a laundry card. Value can be added to the card with a Credit/Debit Card.

1. **Buy a new laundry card:**
   - Press 1* on the terminal
   - Follow instructions on the screen to purchase with your Credit/Debit Card

2. **Add value to Laundry Card:**
   - Place your Laundry Card in the CARD HOLDER (the card balance will appear)
   - Follow instructions on the screen to use your desired payment option
   - Select amount of value you want to load on the Laundry Card
   - Follow the instructions on the screen and remove laundry card when prompted
Lockouts
If you become locked out of your room you may check out your Lockout Smart Card or Lockout Access Card from the Front Desk. For the Academic Year you will have two free lockouts. You will be charged $10 each for a third and fourth lockout. All subsequent lockouts will result in a charge of $32 per instance. You may also be asked to verify that you have not lost your ID Card or Access Card.

Mail Services
Deliveries of student mail are made to the student mailboxes 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 and 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 Coordinator of Housing Services at 530-898-6325.
• 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). Mail may take up to two days to process.

• DO NOT send cash.

• Please be advised only packages with the resident’s name will be delivered.

• Packages with names of parents, siblings, or friends will not be delivered to residents. 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: 1206 W. Sacramento 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 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.

A wing or 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.

**Parking**
Any place in Chico is within a 30 minute bike ride, ZipCar, and Uber.
Residents will only be allowed to purchase B-lot parking permits or UV parking permits sold by the University on a semester-to-semester basis. University Village residents are eligible for UV parking permits. All other residents are eligible for B Lot permits. University Housing parking permits (B-lot and University Village) are available by lottery. All residents will be invited to enter the lottery through their Resident Center. Winners will be notified via email in August.

If you win the privilege to purchase a 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.

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 parking permit, you may park in these spaces, provided you obtain a campus parking permit.

Parking in any UV or main campus parking space without a valid permit is at your own risk and could result in being ticketed or towed. Please also note that UV permits are not recognized in on campus spaces such as B Lot or G Lot.

**Pest Control**

Pest control may be required from time to time. University Housing will do it’s best to give residents at least 24 hours’ notice and will be given a “to-do” list in an effort to aid in this process.

**Recycling**

Chico State 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. UH 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. Cardboard should be flattened and placed next to the recycling center (pizza boxes cannot be recycled and should be placed in the dumpsters).

Waste from electronics and other hazardous materials cannot be accepted at the UH recycling centers. To make special arrangements for electronic waste, contact Environmental Health and Safety at 530-898-5126.

**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 UH and Associated Students on during final exam week in May. DE prevents more than 21,000 pounds of waste from entering the landfill.

**Refrigerators and Microwaves**

Micro-Fridge units are allowed in student rooms in Whitney, Shasta, Lassen, Mechoopda, Esken, and Sutter. Only one Micro-Fridge is permitted per residence hall room. Each kitchen in Konkow Hall is equipped with three refrigerator/ freezer. Each studio and suite at University Village is equipped with
ample refrigerator/freezer space, and therefore Micro-Fridges are not allowed unless approved by the Accessibility Recourse Center under special circumstances.

Stand-alone microwaves and mini fridges are not permitted in rooms. Micro-Fridge units are only allowed if rented or purchased from Collegiate Concepts.

**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.

**Maintenance Requests**

Residents are jointly responsible for cleaning their bedrooms or apartments. Water leaks, clogs, electrical, and lighting issues should be reported to Resident Advisors or Pro Staff for assessment of emergency vs. non-emergency. To request repairs or maintenance in your room, complete a service request form by following the steps below:

1. Log into your Resident Center.
2. At the top of the menu page click on Maintenance Requests.
3. If you are making a request for your personal room, choose My Jobs. To make a request for common space choose Shared Jobs.
4. Fill out the appropriate requests with as much detailed information as possible.

UH staff members prioritize requests but will complete requests as soon as possible. By submitting a Maintenance Request residents are consenting to FMS employees to enter their space between 7:00 am-5:00 pm. Charges may result if damages are considered substantial, deliberate, or due to negligence.

**The Hub**

Located next to Sutter and Whitney Halls, as well as out at University Village, the Hub is your home away from home. From watching TV in between your classes, to the late-night events they host, the Hub is a great place to connect. Follow @hubchicostate to learn more and check out the calendars in your community to learn more about upcoming events!

**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 that 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.

**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. Storing items on top or in front of the unit will cause ineffective heating and cooling.

**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 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, notify the RAs, DAs, or Pro Staff immediately.

**WellCat Health Center**
The WellCat Health Center is an outpatient primary care clinic staffed by physicians, nurse practitioners, and physician assistants, who 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 services available to students.

**Wildcat ID Card**
You will use your Wildcat ID card to gain access to your room and residence hall, as well as participate in your meal plan program. Additionally, your ID card also allows you access to Chico’s public transportation, the B-Line. You, and only you, may possess and use your ID card. The residence halls are secured 24 hours a day. However, as residents, you may enter and leave at your discretion. You can find more information here.

**Wildcat Mail**
At Chico State, 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 regarding 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
Residents are required to check and respond to emails; failure to do so is not an excuse for non-compliance.

**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 Chico State fee payments. The state-of-the-art facility uses a hand-scanning security system that 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.

**Vacation Housing Break 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 fall, winter, and spring breaks. Konkow and University Village do not close during semester breaks. Please note that guests and visitors are not allowed during breaks. If you need to remain in Chico during the break periods please consider moving to Konkow or University Village.

In addition to the academic year, inspections occur during the fall, winter, and spring break. Notification of these scheduled entries will be provided at least 48 hours in advance only if you have notified the 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. For any questions, please call UH grounds at 530-898-6325.

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.

**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.

**License Agreement Summary**
The full License Agreement can be found online [here](#).

**Room and Meal Costs**
Current year room and 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, and individual and community
damage charges are not included in the online payment schedules.

**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 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

After the fee period (on or after your move-in date):
Requests for early License Release forms are available on the Housing website through the [Resident
Center](#). Requests to terminate the UH 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.

All damage and cleaning charges are split between you and your roommate(s). If you have concerns about
these charges, you are encouraged to consult with the University Housing office. 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.

**Unit Requirements**
You must be a current Chico State student enrolled in at least six units per semester to live in University
Housing.

**Halls Closed**
The license period of the residence halls covers the academic year through the end of spring semester but
does not include 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/RLC). Licensees
assigned to University Village are permitted to use assigned bed space during the semester breaks. Guests
are not allowed during break periods.

The halls are closed during the following dates:

**Fall Break**
Friday, Nov. 19, 2021 at 6 p.m.–Sunday, Nov. 28, 2021 at 9 a.m.

**Winter Break**
Friday, Dec. 17, 2021 at 6 p.m.–Friday, Jan. 21, 2022 at 9 a.m.

**New Spring Residents Check-In**
Friday, Jan. 21, 2022 at 9 a.m.

**Spring Break**
Friday, March 11, 2022 at 6 p.m.–Sunday, March 20, 2022 at 9 a.m.
Student Conduct
In University Housing facilities, many people live, work, study, and sleep in a limited area, and it is essential 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 through the situation constructively with your RA. Maybe the problem that the rule was designed to avoid can be handled in some other way.

Overview
▪ UH policies govern all Chico State-owned residences, including traditional residence halls (Shasta Hall, Lassen Hall, Sutter Hall, Whitney Hall, Esken Hall, and Mechoopda Hall), the Konkow Houses, the University Village apartments, and University owned houses. This definition includes the physical structure of the buildings, interior space of the buildings, and the grounds surrounding the buildings.
▪ UH policies apply to all residents of Chico State-owned residences, their guests, and all visitors.
▪ UH policies apply for the duration of the fee period of the UH License Agreement: Monday, August 16, 2021, at 7 a.m. – Friday, May 20, 2021 at 6 p.m.

Definitions
▪ “UH” means University Housing, a department of Chico State.
▪ “Resident” means a Chico State student who has signed the UH License Agreement, is assigned to a space within Chico State-owned residences, and/or resides within a Chico State-owned residence.
▪ “Campus” means all Chico State-owned property, including the main campus, University Village, and the University Farm.
▪ “Residence” means an individual UH-owned building, including traditional residence halls, the Konkow Houses, University Village apartments, and University owned houses.
▪ “Community” means one or more residences that function as one unit. There are five communities at Chico State: 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 RLC.
▪ “Room” means the bedroom and/or apartment shared by residents assigned to that room.
▪ “Space” means the area of a room and/or apartment 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 Chico State.
Disciplinary Procedures

Resident Advisors (RAs) are paraprofessional staff and are responsible for documenting alleged violations of Living-In and Student Code of Conduct policies. Professional staff, including Residence Community Coordinators (RCCs) and Assistant Residence Community Coordinators (RLCs) 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.

Inspection of a space to investigate an alleged policy violation may be requested by UH 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, UH 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 UH policy or the Student Code of Conduct may be subject to the following sanctions:

- University Housing Probation—A strong warning from UH that notifies a student that their behavior is leading them toward possible license termination.
- Educational and Remedial Sanction—A strong warning from SJA, this sanction may include conditions such as attending a special workshop, completing a reflection paper, paying a fine, or restitution to the community.

- Disciplinary Probation—An admonition of your behavior by SCCR, this sanction may impact your continued status as a Chico State student, your ability to hold an office in Associated Students, your ability to hold an officer position in a student organization, play varsity or club sports, or be employed by UH. A note of this sanction is made on your academic transcript for the duration of the probationary period.

- Suspension—Temporary separation of the Student from active Student status or Student status (see Executive Order 1098 -- www.calstate.edu/oe/EO-1098-rev-6-23-15.pdf).

- Expulsion—Permanent separation of the Student from Student status from the California State University system (see Executive Order 1098 -- www.calstate.edu/oe/EO-1098-rev-6-23-15.pdf).

Please note that any of these sanctions can be recommended for a first violation based on the nature and circumstance of the incident.

**Termination of License Agreements**
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 University Housing facilities or grounds.

The final decision to terminate a University Housing License Agreement is made by the Executive 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.

**Appeal Process**
If the student is not in agreement with the decision made through the conduct process, the student may appeal the outcome. Students must write and submit the appeal on their own behalf. Appeals written and submitted by an attorney will not be accepted.

The student will be granted an appeal based upon meeting at least one of the following criteria:

- New information
- Procedural rights violation
- Sanction dissimilar with similar cases
- Bias on the part of the Housing conduct officer

The student may appeal the decision of their informal hearing with a Residence Community Coordinator by submitting an appeal from their campus email account to the Coordinator for Student Conduct and Community Responsibility within three (3) business days of receiving their hearing outcome letter. Appeal decisions and sanctions made by the Coordinator for Student Conduct and Community Responsibility are final except drugs, alcohol, relocation, and license termination.
The student may appeal the decision of their informal hearing with the Coordinator for Student Conduct and Community Responsibility by submitting an appeal from their campus email to the Executive Director of University Housing within three (3) business days of receiving their hearing outcome letter. The Executive Director’s decision for termination of the University Housing license is final.

Policies and Expectations

Our current University Housing 2021-22 Policy Guide can be found here. A reminder that all residents are responsible for knowing and abiding by all policies.