Residence Halls Handbook

University Housing

California State University Long Beach

2015-2016
Mission Statement

The Office of Housing and Residential Life at California State University, Long Beach recognizes that learning takes place both in and out of the classroom. We create inclusive communities that foster student health and wellness, personal and social development, academic excellence and good citizenship. In collaboration with our campus partners, we are responsive to the needs of our residents and clients and endeavor to provide high quality service. We are committed to a clean, well maintained, safe and secure environment for the comfort and protection of students, faculty, staff and guests.

Dear CSULB Resident,

On behalf of the entire staff team in Housing and Residential Life, I’d like to welcome you to your home on campus. We are pleased that you have chosen to join us as a part of our community. We hope that incoming students will find a network of support and activities that make for a successful transition to Cal State Long Beach. Furthermore, we encourage returning students to continue their many contributions to our community by getting involved and modeling success to the first year residents.

Our goal in Housing is to provide you with a well-maintained living-learning environment that supports your academic success. We provide a variety of programs and services which allow you to develop personally, intellectually, socially and culturally. The key to all of this is you! I encourage you to get involved, to try new things and to participate in every way possible in your community. I promise you – the more you do so, the more you will flourish and maximize your collegiate experience. Regularly visit the Housing and Residential Life website, www.housing.csulb.edu for the most up-to-date information about the full range of opportunities available.

Our Housing community is enriched by the diverse cultural backgrounds and varied experiences of our residents. As you make a home for yourself on campus, we encourage you to learn and grow from your experience of diversity at Cal State Long Beach. Respect and civility are essential cornerstones of successful communities and promote greater understanding and appreciation for one another. We strongly encourage you to enjoy the richness of our community and to build lasting positive memories of your university experience.

You are never far from a Housing staff member who is ready, willing and able to serve you. We hope that you will get to know us and that you will have a successful and productive year.

Sincerely,

Carol Roberts-Corb
Director
Housing and Residential Life
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**Communities**

**Hillside College**

**Los Cerritos & Los Alamitos Halls**
The two traditional residence halls closest to campus and classroom facilities are Los Alamitos and Los Cerritos. Carpeted double rooms are located off corridors where common bathroom and shower facilities are shared by all students living on the wing. Both air-conditioned, three-story residence halls house 210 students, with separate floors or wings for men and women. Facilities include a large, comfortable lounge, recreation room with a big screen TV, study rooms and a central office for mail, messages and general information. Most residents find that the traditional design significantly enhances the opportunity to get acquainted. Both halls have laundry facilities on the first floor. Los Alamitos features a Starbuck’s Best coffee house called The Ground Floor that is open Monday-Thursday from 7PM to 10PM.

**Mailing Address:**

(Your Name)  
Los Cerritos Hall Room # _____  
Los Alamitos Hall Room # _____  
5855 Beach Dr.  
5859 Beach Dr.  
Long Beach CA 90815  
Long Beach CA 90815  
Ph. (562) 985-5141  
Ph. (562) 985-5151

**Buildings A-F**
This area of Hillside College includes six two-story, carpeted residence halls utilizing a self-contained suite design. A suite is a cluster of six rooms - one single and five doubles - that share two bathrooms. All the buildings are coed with self-contained, separate locked suites for men and women located across the corridors from each other. Each building has a laundry room and common lounge, complete with a fireplace and a flat screen TV, where students can meet.

These six buildings are served by the Hillside office which is open daily 10 a.m. to 10 p.m. The office offers many services including mail distribution, checkout of games, vacuums and recreational equipment. The Hillside College office also contains a large, quiet study area which may be used by residents during regular office hours.

**Mailing Address:**

(Your Name)  
Hillside College  
Building ___ Room # ___  
5851 Beach Dr.  
5851 Beach Dr.  
Long Beach CA 90815  
Long Beach CA 90815  
Ph. (562) 985-5161

**International House**
International House offers a unique opportunity in both living and international understanding. Utilizing a modern lodge design, the two-story hall includes double rooms in a two or three room suite design with a shared bathroom. All of the suites open to one of two spacious lounges, featuring a big screen TV and adjoining libraries that host many international programs during the year. The goal of International House is to pair American students with international students as roommates. Every effort is made to achieve this unique environment. International House also includes its own "backyard" and laundry room.
Mailing Address:
(Your Name)
International House Room # ______
5854 Beach Drive
Long Beach, Ca. 90815
Ph. (562) 985-5161

College Coordinator
Melanie Mitchell

Assistant Coordinators
Amanda Viselli
Jacqueline Toy
Monet Warren

Resident Assistants
Ernest Reyes
Diana Banh
Averie Anderson
Mary Ellen Price
Yasmeen Gardner

Jacob Bostrom
Dana Braverman
Melissa Diaz- Trejo
Kaerra McCray
Marisol Marquez

Regina Dias
Jacob Fish
Jordan Neumayer
Chelsea Soldan
Alexis Neidhart
Alex Maurer
Danielle Coop
Cory Coogan
Kaitlyn Hopp
Franchesca Rodriguez
Tevin Allen
Jacqueline Bui

Faculty in Residence
Paul Hintzen
Brett Mizelle

Computer Technician
Adrian Iliescu
Ajay Kc
Yoseph Solomon

Academic Mentor
Hayarpi Nersisyan
PARKSIDE COLLEGE

Parkside College Residence Halls
Consisting of nine two-story buildings bordered on one side by a municipal park, the halls in Parkside College utilize a carpeted suite design. All the suites include seven double rooms with a large bathroom available from either side of the suite. Suites are self-contained and house only members of the same gender. Each Parkside building has a central lounge with a flat screen TV and is served by a central office which is open daily 10 a.m. – 10 p.m. Office services include mail distribution, checkout of games, vacuums and recreational equipment. The Parkside Commons has a Starbucks’ coffee house called The Central Perk that is open Monday through Friday 7 a.m. – 10 p.m. Parkside College is also home to five Faculty in Residence, who are available to advise and tutor students living in any of our residence halls. Parkside College has a centrally located laundry facility for the convenience of residents.

Mailing Address:
(Your Name)
Parkside College
Building ___ Room # _____
1601 Earl Warren Dr.
Long Beach CA 90815
Ph. (562) 985-4990

College Coordinator
Ryan Macleod

Assistant Coordinator
Destinee James
Juan Gonzalez
Mei Ling Chan

Resident Assistants
Chandler Riley G128
Chantelle Janik G227
Danica Hu H128
Samantha Smith H212
Alexis Colom J128
Evan Rusch J212
Natalie Ollen K128
Christina Anaya K227
Daizy Villalobos L128
John Carroll L227
Tori Van Nostrand M128
Luke Lawson M212
Eli Schoepp N128
Habiba Richards N212
Nikohl Santa Maria P128
Haley Rickard P227
Cashe Sexton Q128
Kirby Winslow Q227
Faculty In Residence
Shametrice Davis
Deborah Fraser
Grant Hill

Computer Technician
Alexander Ronning
Matej Brkic

Academic Mentor
Paula Votendahl

**BEACHSIDE COLLEGE**

Beachside College
These residence halls are perfect for students who are looking for the intimacy of a small, residential college but want the opportunities of a large university. Students and faculty come together in this unique living-learning environment complete with residence hall rooms for over 600 students, faculty apartments, spacious multi-purpose and study rooms, classrooms and a dining hall. On-site classes, academic advising and a full range of educational and social activities are offered on-site to support student academic and personal success. Offering the atmosphere, amenities and security of campus housing, Beachside College consists of two buildings located on the corner of Pacific Coast Highway (PCH) and Clark Avenue. Its prime location on PCH is approximately one mile away from CSULB, providing a welcome escape from campus without the sacrifice of convenience, as there are free shuttle buses providing morning to late night service from Beachside to campus in a matter of minutes. Many local restaurants, shops, golf courses and parks are conveniently nearby the halls. The residents of Beachside are able to utilize the other two CSULB campus dining halls and may participate in all housing activities.

Each building is three stories high with large double and triple rooms. The buildings are a hybrid of traditional and suite style living. The rooms are situated along a long traditional style hallway, and offer suite-style living with a shared bathroom. All rooms include air conditioning, internet access and cable television. Each building has a laundry facility. The outdoor amenities include a swimming pool.

**Mailing Address:**

*(Your Name)*
Beachside College
Pacific Hall Room # _____
4835 Pacific Coast Highway
Long Beach CA 90804
Ph. 562985-3032

*(Your Name)*
Beachside College
Beach Hall Room # _____
4835 Pacific Coast Highway
Ph. (562) 985-3032

College Coordinator
Matt Lewis
Assistant Coordinators
Jenna Thormodsgaard
Marcus Tillery

Residence Assistants
Hollyann Hinds  Beach 108
Martin Yau  Beach 163
Nareg Thomas  Beach 208
Blessie Escamilla  Beach 262
Jessica Mow  Beach 308
Alfred Pieper  Beach 362
Reema Tomina  Pacific 108
William Higuchi  Pacific 158
Todd Martinez  Pacific 208
Laurin Molina  Pacific 262
Carina Garcia  Pacific 308
Kurcel Joseph  Pacific 362

Faculty In Residence
Cynthia Orozco
Ted Stankowich

Computer Technicians
Marcus Carr
Herosh Jozavi

Academic Mentor
Malinda Patton
Facilities

Overview
Our residence hall complexes have a variety of facilities available for meetings, discussions, recreation, social activities, studying, television viewing, parking, and informal relaxation. During peak hours, our available public facilities often become very popular and the policies and procedures in this section are designed simply to assure maximum utilization by hall residents. Residents are not permitted on the roof of any building in the complex.

Music rooms and arts and crafts areas are not available in the residence halls, and can be found in the University Student Union or other areas of the campus. The University Student Union also has excellent recreation and meeting areas that are available to you as a CSULB student.

Beachside College Swimming Pool
The Beachside swimming pool is open to residents only. Hours will be consistent with the hours of the hall office. No glass containers of any sort are allowed in the pool area. There is no lifeguard on duty and residents swim at their own risk.

Central Lounges
The halls all have central lounges which serve many purposes. Residents may contact the appropriate College Coordinator to reserve the central lounges in their area. In all instances, priority for use of the hall lounges will be given Residential Life staff and the College Senate. The use of residence hall facilities involving non-residents, classes, or other campus organizations must be approved by the College Coordinator.

More informal open meetings and discussions for hall residents are encouraged in the central lounges to the extent they do not interfere with the activities of other residents using the area. Unless the lounge has been reserved with the College Coordinator, there should be no piano playing after the hall office closes and priority for use of the central lounge should be for students wishing to study. Amplified instruments, drums and horns, are not allowed without prior approval of the College Coordinator. If permission is granted by the College Coordinator to move any furniture, please do so carefully and return the lounge to its original arrangement before leaving.

Coffee Houses
We have two coffee houses located in the Residence Halls. One of the coffee houses is located in the lounge of the Los Alamitos hall and it is called The Ground Floor. The second coffee house is located in the lounge area of the Parkside office and it is called Central Perk. Both coffees houses are operated by the 49er Shops.

Hall Offices
Each residential college has a central office open for your convenience daily at hours posted in each office. The hall offices handle many helpful services including mail distribution, receiving telephone messages, the checkout of vacuums, games and recreation equipment. A state ID will be required to checkout any items at the hall office.

Laundry Facilities
Laundry facilities with card operated washers and dryers are conveniently located throughout the residential colleges. Cards can be purchased in any of the Hillside College offices or in the laundry rooms at the Parkside and Beachside Colleges. The laundry rooms in the Hillside and Beachside area are open 24 hours. The central laundry facilities in Parkside College are open during hall office hours.
Room Furnishings
Rooms are furnished with single beds (80” x 34” Twin Long), dressers, desks, chairs, and wastebaskets. Students are expected to furnish their own towels, blankets, bedspreads, sheets, pillows, pillowcases, and study lamps (NO HALOGEN LAMPS), etc. Before you purchase decorative accessories or large items, you might want to wait to coordinate with your roommate. Lamps, electric blankets, small refrigerators, small microwave ovens, radios, portable TVs, stereo equipment and electric shaving equipment are allowed in rooms; however hot plates are not permitted. Permission to use other electrical devices must be obtained from the College Coordinator.

All furniture must remain on the ground. Any modification or lofting of a resident’s bed that is not designed to be raised or lofted is strictly prohibited (e.g., residents are prohibited from raising beds with cinder masonry blocks, chain link fence poles, lumber of any sort, etc.).

TV Lounges
Each of the living units in Hillside College and Parkside College has a central lounge with comfortable furnishings and a television and Wi-Fi. Serving as an informal area for the building residents, the TV Lounges are only available for residential use.

Rest Room and Shower Facilities
Rest room and shower facilities are available in each living area. They are designed for the exclusive use of residents in the area. Privacy and convenience considerations require that all guests be directed to the public rest rooms. Your cooperation in keeping the rest room area neat and clean will be appreciated. Please note: Large trash bins are provided outside each building for emptying the personal wastebasket from your room.

Outdoor Recreation
In addition to the excellent University recreation facilities and intramural programs available to you, the large lawns south of Los Cerritos Hall, north of Los Alamitos Hall, west of the Housing and Residential Life Office and Whaley Park behind the Parkside Commons are the areas for volleyball, touch football, softball, Frisbee and other sports. Playing ball in other areas around the residence halls is not permitted for obvious noise, safety and damage reasons. Golfing anywhere in or around the halls is not allowed for the safety of our residents, our windows and our grass!

Whaley Park is owned, maintained and scheduled by the Long Beach City Recreation Department and all applicable City and State laws and regulations apply. It is a nice facility but residents are advised to avoid walking alone in the park or using the park after dark except for an organized group activity.
Housing Office Staff
The housing office staff is responsible for processing applications, licenses, payment information, and refunds. The office is open from 8 a.m. – 5 p.m. Monday – Friday. The office is located just north of the Parkside Commons.

Residential College Coordinators (RCC)
The RCC is a live-in professional who manages the components of a comprehensive residential life through the coordination of the residential life staff, programs, services and facilities in each of the Residential Colleges. The RCC provides oversight for all aspects of their Residential College assignment. They supervise the Assistant Residential College Coordinators and oversee all activities and facilities related to their college.

Assistant Residential College Coordinators (ARCC)
Assistant Residential College Coordinators work with their Resident Assistant staff to plan programs and events, advise students, and create a friendly living environment. The ARCC in each residence hall lives in an apartment in the residential college and is trained to assist you in resolving problems you may have adjusting to the University or the residence halls. You can reach your ARCC through the hall office or just ask your Resident Assistant to set up a meeting for you. They are helpful people to know.

Resident Assistants (RA)
Working with each Assistant Residential College Coordinator is a staff of Resident Assistants. Your RA serves as an available resource person, facilitator and advisor on your floor or wing. RA’s create environments in which each student accepts a shared responsibility for the welfare of the hall. Resident Assistants are generally available when not in class to handle emergencies and other concerns within the hall. Your Resident Assistant will be able to answer most of your questions about the halls and can also refer you to other services at the University.

Student Assistants (SA)
Under the general supervision of the Residential College Coordinator, Student Assistants in hall offices perform a variety of service functions including answering phones, taking messages, processing and distributing mail and packages and providing quality customer services to anyone who approaches the hall offices.

Custodians and Maintenance Personnel
The custodian and maintenance staffs are responsible for maintaining the residence hall buildings. The major responsibility of the custodial staff is the upkeep and appearance of the public areas within the residence halls including lobbies, hallways and rest rooms throughout the complexes. The major responsibilities of the maintenance staff are preventative and routine maintenance, the repairing of public areas of buildings and repairs within individual resident rooms, and special projects on the grounds of Housing and Residential Life. It is our intention that maintenance and repair issues brought to our attention will be handled as promptly as possible. Periodic inspections of public areas will be conducted by our staff to check for health and safety issues, as well as needed repairs. If you find damages, non working items or hazards please report them immediately to our staff so that we can resolve and correct the situation as soon as possible.
Faculty in Residence (FIR)
Faculty in Residence are full time members of the University faculty living at the Parkside College and Beachside Colleges. In addition to providing academic advisement and tutoring, the Faculty in Residence are available to initiate, sponsor and support a whole range of formal and informal educational programs for all residents. Get to know the Faculty in Residence, and take advantage of the many opportunities they will provide. Faculty in Residence sponsor tutorial services, events and programs that will be open to all residents throughout the academic year. All services provided by the Faculty in Residence are free and available to all residents.

Residential Academic Mentors
The Residential Academic Mentor provides critical support for programs and initiatives designed to strengthen the academic success and retention rates of all undergraduate residents. Be sure to visit your college’s academic mentor during their weekly office hours to answer any questions about the University’s GE requirements.

Hall Multimedia Technicians
Hall Multimedia Technicians are assigned to each area of Housing to provide free technical support. This free service applies to network and cable TV troubleshooting only. They do not offer support for hardware, printer or software installation or repair services. For technical support submit a network troubleshooting form online at http://www.housing.csulb.edu/rlp or submit a form in your hall office.

**Resident Involvement**

Program Board
The Departmental Program Board is a great leadership opportunity for residents who enjoy being an integral part of community development through large-scale programming. The Program Board is comprised of residents from all three Colleges and is advised by a departmental staff member. It operates using an annual budget of approximately $25,000.

The Program Board is charged with creating large-scale events that allow residents to celebrate the unique qualities that make up the on-campus environment. We hope that the Program Board will be able to create programming that will become a staple for those students living on campus.

Some examples of programs the Program Board can host are:

- Semi- Formal
- Spring Week of Welcome
- End of Year BBQ
- Scavenger Hunt
- College Competition
- Haunted Maze/ House
- Mr. Long Beach
- Paintpalooza
- Movie Night
- Semi- Formal
- Spring Week of Welcome
- End of Year BBQ
- Scavenger Hunt
- College Competition
- Haunted Maze/ House
- Mr. Long Beach
- Paintpalooza
- Movie Night

Any Resident interested in participating in the Program Board should speak with the Resident Assistant to get more information.

Diner’s Club
This group meets monthly and provides direct input to food service managers of the respective college. Students have the opportunity to share on their likes and dislikes, give ideas on menu planning and help plan special dinners and food service events.
College Senate
Each of the three residential colleges has a College Senate. The College Senate is an organization that helps foster leadership skills within the students participating. The four main objectives of the College Senate are to:
1. Develop leadership skills for the student participants and volunteers
2. Give residents a formal avenue through which to raise concerns about their living environment
3. Plan and implement programs
4. Approve of funds for large scale programs that occur in the residential college

Students are encouraged to be the impetus for change and community development while working with the Residential College staff. During the first week of classes, you will learn more about how you can get involved in your college senate. The College Senate meets weekly in a designated area in your college. All Senate meetings are open to anyone who wants to attend.

Living Learning Communities
CSULB’s Freshmen Living-Learning Communities (LLCs) are intentional, inclusive communities formed around common themes or college programs where students have an opportunity to live and learn together. Freshman can thus choose to live in a community with other students who have the same social and academic interests. Currently, Housing and Residential Life has four Living-Learning Communities housed throughout the Residential Colleges:
Science Technology Engineering & Math (STEM): Location-Parkside College
Healthy Living and Wellness: Location- Parkside College
Exploring the Beach: A First-Year Experience: Location- Beachside College
University Honors Program (UHP): Location- Hillside College

Roommates
A roommate can be a valued person and perhaps even a life-long friend. When two people share a room, however, there usually will be many adjustments for both and successfully making those adjustments is an important part of each resident’s living and learning experience.

It is important to remember that when minor roommate problems do develop (loud music, too much or too little conversation, cleanliness, study or sleeping habits, attitude toward visitation, etc.), the first obligation of each roommate is to discuss the matter with the other before it grows from a minor problem to a gnawing irritation.

Problems that are ignored rarely disappear and should not stand in the way of study, sleep, relaxation and a comfortable living environment. In those few instances when the difficulty cannot be satisfactorily resolved between roommates, residents should not hesitate to ask your Resident Assistant (R.A.) to assist and facilitate further discussion to resolve the differences. If discussion with the R.A. does not resolve the issue, simply ask your R.A. to arrange a meeting with the Assistant Coordinator to consider other alternatives.

There is a 30 day period after the beginning of the semester before room changes are permitted. If you do want to change rooms, see your Resident Assistant or Residence Coordinator. Residents interested in room changes for the spring semester must make arrangements and complete the room change prior to the closing of the halls for the fall semester.

Roommate Understandings
Resident Assistants will be going around the first two weeks of the academic year to conduct short interviews with both residents. The purpose of the meeting is to establish understandings between roommates to avoid conflicts from arising within the shared room. Discussion items include, but are not limited, to:

- Study time within the room
- Noise level within the room
- Security
- Hygiene
- Guests
- Sharing Items
- Sleeping habits
- Room cleanliness
Furnishing

Every piece of furniture in your room, study room and lounge at the time you move in must stay there for the duration of your residency. You may not remove, store or trade furnishings from your room or from any lounge or study room.

Heating and Air Conditioning

Los Alamitos, Los Cerritos, Residence Commons - Near your door you will find a thermostat dial or an On/Off. By turning the dial from off to low, medium or high, or flicking the switch, you can regulate the rate at which the heat or air blows in your room.

Parkside and International House - The wall heating unit in each room has a vent regulator knob near the top of the unit which allows you to control the flow of warm air into your room. Please do not attempt to make any other adjustments to your heating unit other than the vent regulator since misuse of the unit may result in permanent damage and loss of heat to your room.

The heat and air conditioning at Beachside College is controlled centrally.

Inspection Policy

University policy provides that there will be no room inspections except in cases of possible immediate physical danger to the building or the residents. Personal belongings, room cleanliness, and neatness are the responsibility of each individual resident.

The University does reserve the right to enter rooms to check furniture or equipment or for the purpose of performing necessary maintenance work and for emergency response. When entry is necessary, every effort is made to have one of the room occupants present.

Although it may cause delay in service, residents may specify certain normal daytime working hours (8 am to 5 pm) for maintenance work to be performed in their rooms when filling out the Maintenance or Network Problem Request Forms.

Room Condition Report

At check-in you will go over a room condition report form with your Resident Assistant. The report will be the record of the condition of your room at the time of move in. Any damages in the room should be noted on the report. Please take time to ensure the Room Condition Report is Accurate before signing.

When you move out of the room an inspection of your room will be done by a staff member with you present noting any damages that occurred while you occupied the room. Students will be billed for any damages.

Window Screens

Security window screens are located in each of the first floor rooms in Los Cerritos, Los Alamitos, International House, Hillside Office, and the Parkside Commons. Window screens in these areas are to be secured at all times. Resident’s rooms that have their screens open will be entered and the screens will be secured. Residents of the room will be billed.
Damage
You will be held responsible for any damage to University property caused by you or your guests both in private rooms and public areas in and around the residence halls. Be sure to submit a work order online (http://housing.csulb.edu/rlp) if you discover any damaged items in your room, for suite area damages or maintenance requests please contact your R.A. Do not attempt to repair damages; doing so may result in additional charges.

The following are examples of some typical charges for damage.

Lock Repair or Replacement ........................................... $50 - $400
Room Entry (taped locks) ............................................. $50
Room Repainting ......................................................... $200
Wall Damage (tape, nail or pin holes) ............................. $50
Removal of Lounge Furniture ....................................... $100
Power Strip Replacement ............................................. $75
Security Screen Opened, Unlocked and/or Seal Broken ..... $50
Screen Repair ............................................................... $50
Screen Replacement .................................................... $700
Lost Mailbox Key .......................................................... $50
Beachside Room Key ..................................................... $100
Sign Replacement (Exit, Trespassing) ............................ $200
Wastebasket, Trash Can, or Recycling Bin .................... $30
Tampering with Smoke Dectector ................................ $30
WiFi Access Point Damage ........................................... $200
Bedroom Furniture (Any) ............................................. $130 - $500
Custodian Services ....................................................... $100 + $45/hr.
House Maintenance Services ...................................... $100 + $45/hr.
Facilities Management hourly labor ......................... $100 - $150/hr.

All damage repair and replacement is subject to time and material, and administrative costs.

Services
RESIDENTIAL LIFE PORTAL (RLP) housing.csulb.edu/rlp
What is the Residential Life Portal (RLP)?
RLP is a website created just for CSULB residents to allow easy web access for all resident needs. Housing encourages you to bookmark RLP (housing.csulb.edu/rlp) and visit the site often. RLP provides you access to the following Res Life sites:

Facebook – Link to Housing’s Facebook page for housing events and announcements.

Online Computer/Television Requests – Not able to connect to the Internet? Having TV issues? Go here to submit a Computer/Television repair request.

Channel 3 – Your hall television station playing new released movies voted on by the residents and student programming. Visit here for a schedule, movie information or to vote on movies you want to watch.
Maintenance Problems
If you have any custodial or maintenance problems, that need attention, go online to the RLP portal housing.csulb.edu/rlp or fill out a Maintenance Request Form at the hall office. Please be as specific as you can about the nature of the problem.

Public areas and Rest Rooms
All public areas and rest room facilities are cleaned regularly. Cleaning of individual rooms is the responsibility of each resident.

Telephone Message Service
Incoming telephone calls will be received and any messages placed in your mailbox during regular hall office operating hours. Our message service telephone numbers are:

Hillside College
  Buildings A – F and International House ......................(562) 985-5161
  Los Cerritos Hall .................................................(562) 985-5141
  Los Alamitos Hall .................................................(562) 985-5151

Parkside College ........................................................(562) 985-4990
Beachside College .....................................................(562) 985-3032

Please note: Regular telephone message service is not available when the hall office is closed. After the office closes, a Coordinator is connected to an emergency telephone line to handle serious life or death emergency calls only. In the event of a serious emergency call, the Coordinator would attempt to contact you to come to the hall office. Your cooperation in advising family and friends of hall office hours is appreciated.

Pay telephones are located in each complex hall office area for outgoing local and long distance telephone calls. Collect calls cannot be accepted at the hall office under any circumstances.

In case of emergency, contact the resident staff or dial “911” from any campus phone or cell phone to reach University Police and immediately access the Fire Department, paramedics or an ambulance as needed.

Mail
Mail is delivered to the hall offices each day where it is sorted and put in the individual mail boxes. Your mailbox number is the same as your room number. It is important that your correspondents use your complete address, including your room number. Refer to your residential college for specific address.

To avoid delaying delivery of your mail, do not include California State University, Long Beach in your address.

There is outgoing mail service at each hall office. Mail is delivered / picked up each morning.

Keys
Your mailbox key and room key (for Beachside residents)) will be issued to you, and your campus I.D. card encoded, when you check into your room. If you lose your mailbox key or room key, obtain a replacement at the Main Housing Office or at the Beachside Office for Beachside residents. The mailbox key replacement charge is $50. The room key replacement at Beachside College is $100. Lost ID / key cards should be replaced as soon as possible. New cards may be purchased at the ID Card Center in the University Bookstore. If you replace your ID / Key card you must have it re-encoded for door access at your hall office.
Key Cards, Keys and Security
Your room key card/key will open your room door, the outside doors to the building and, if applicable, your suite doors. It is very important for everyone’s security to maintain your room key card/key in your personal possession and, under no circumstances, to give your key card to another person.

If you do lose your room key card, please report it immediately and obtain a replacement at the ID Card Center in the University Bookstore. In the interest of security, locks on your room, suite or hallway doors and exterior doors are recoded in the event of a lost ID / keycard. The cost to replace a room key is $100 and includes the cost of cutting new keys and changing the door locks.

If you are locked out of your room, you can go to your hall office during office hours or ask a Resident Assistant to open your door. Lost key cards should be replaced by the next working day. The University is not responsible for money or other valuables in your room and you are strongly advised to lock your door at all times. It is very unwise to keep large sums of money in your room or to keep any money out in a visible area.

The locking mechanism in Parkside includes a dead bolt feature and all the residence halls including Los Cerritos, Los Alamitos, Residence Commons and Parkside Commons have personal dead bolts that require manual locking from inside for maximum personal protection.

Residents will be charged a $10.00 fee for each lockout after their 2nd lockout during each semester.

Bulletin Boards
Bulletin boards are provided in each residence hall to assist in communication. Residents Assistants will post important information regarding upcoming programs, housing information, and campus opportunities. Be sure to check the bulletin boards in your living area to stay update to date with information. Other campus organizations may have their materials posted if space is available by presenting them to the College Coordinator but we do not permit advertising or solicitation by off campus business organizations.

Resident Parking
A valid student parking permit is required to park at all times. Residents pay regular student parking fees and need to obtain both (1) a student parking permit and (2) a special residence hall permit. Residents with both permits may park in any regular student space on campus and overnight.

To obtain a residence hall permit, simply bring your Student Parking Permit receipt or your Student Parking Permit number to the Housing Office or the Beachside office.

Please Note:
Parking permits are not transferable and misuse reports will be investigated by Parking and Transportation Services. Residents are reminded that metered spaces are enforced and that vehicles parked on red curbs or in fire lanes are subject to immediate tow away. Parking is particularly congested during the mornings the first two weeks of each semester and Parking and Transportation Services cannot guarantee convenient parking at all times. Although a new Student Parking Permit must be purchased each semester, the Residence Hall Permits will be valid for the entire academic year.

The residence hall permit is not valid without a student parking permit (The deadline to have the accompanying residence hall permit on your vehicle is the second week of classes.) Parking citations will not be waived by Parking and Transportation Services.

Mopeds and Motorcycles
Parking permits are required for all motorcycles and mopeds. Motorcycles and mopeds should be parked only in designated areas in the parking lots. IMPORTANT: Fire regulations and common sense prohibit mopeds and motorcycles from being parked in or around the residence hall buildings. Violators are subject to citation and being immediately towed away and impounded at the owner’s expense. The restriction against parking mopeds or motorcycles in or next to the buildings applies at all times including vacation periods.
Bicycles
Residents bringing bicycles on campus are advised to park them in the bicycle racks placed near the residence halls and to utilize the highest quality bike locks available. Except in the International House, bicycles may be kept in individual student rooms when (1) the person’s roommate does not object and (2) the bicycle owner agrees to be responsible for any damage (grease, tire marks, etc.) caused by the bicycle. Bicycles are not permitted in the International House.

Residents should use extreme care in bringing a bicycle to or from the room to prevent damage and avoid disturbing other residents. Riding bicycles or attempting bicycle repairs and maintenance in the buildings is obviously prohibited. Leaving bicycles in suite living rooms, lounges, laundry rooms, hallways, stairwells, or other public areas is a violation of fire and public safety regulations and a hindrance to other residents and the custodial services provided. Any bicycles found in such locations will be immediately removed. The same situation applies outside the buildings. Bicycles will be removed if secured to anything other than the bike racks provided.

The maintenance staff will remove improperly parked bicycles and take them to a holding area where they will be stored for a period of 14 days. During this period they may be identified and reclaimed - go to the Housing and Residential Life Office. After 14 days, unclaimed bicycles will be transferred to the Lost and Found department for disposal.

In addition to heavy duty bicycle locks, registering bicycles is available at the University Police Office, Monday through Thursday, Noon - 2 PM, and is strongly recommended.

Visitor Parking
Parents and friends who wish to park while visiting hall residents may obtain a Day Parking Permit from any of the yellow vending machines throughout the campus.

There are also several parking meter areas throughout the parking lots which are enforced by the parking officers. Please remind your visitors not to park on red curbs, fire lanes, etc. where vehicles are subject to immediate towing.

Dining Services
Residential Dining Options
CSULB Residential Dining Services offers a quality and diverse food service program designed to meet your needs in our Dining Halls. Residents may enjoy eating at any of our dining halls where residents can be sure that their nutritional needs will be met and unlimited seconds are available on most items.

Guest Rates
Family, friends, and all other guests are welcome to enter any Dining Hall by paying the following guest rates:

- Breakfast $7.70
- Lunch $9.35
- Dinner $10.70

On the weekends, brunch is served and the guest rate is $9.35.

Reminder: The 10 meal Plan entitles residents up to 10 Dining Hall entries per week beginning on Monday morning and ending Sunday evening. The 19 Meal Plan allows entry up to all 19 times food service is offered each week. Only one entry per meal period is permitted. The Block Plan can be used as many times a week until the card runs out and you can bring up to three guests with you into the dining hall. All seven day access meal plan holders can access dining halls as many times as they want while the dining hall is open. Only one to go box is allowed per meal period.
**Courtesy Is the Rule**

There are a few simple rules and procedures in the dining halls necessary for health and safety reasons and to keep service courteous and prompt.

Entree portions are limited to avoid wasting food but, except when steak is served, residents are welcome to return to the serving line as many times as they choose. Our managers request only that you eat all that you take and do not take food out of the dining hall. Please take a clean plate every time you return for additional servings.

Common courtesy to the food service staff when going through the serving line is certainly appreciated and you are expected to bus your own dishes and utensils to the dish return before leaving the dining hall. Common courtesy to you should also be extended and please ask to see the manager if you have any questions or special problems. Shoes and shirts must be worn in the dining halls. No bathing suits are allowed in the dining hall. Once again, allowing another person to use your Dining Hall ID card is clearly prohibited.

**Menus & Special Dietary Needs**

Printed Menu Guides and online guides for the semester are provided for all residents at the beginning of the academic year. Menus and dining hours are varied between the Hillside, Parkside, and Beachside Dining Halls to offer more options. Residents may choose to enjoy a meal with friends at their convenience in either dining location. Anyone with special dietary or schedule needs is encouraged to speak directly with the Residential Dining Services Managers.

**Sick Trays**

Sick trays can be ordered for students who are not feeling well and are unable to attend a meal. You must obtain a sick tray request form from your hall office and submit the form with ID card to the manager on duty. Please mark the selections provided and provide at least 15 minutes for the dining kitchen to prepare your sick tray. The sick tray selection is designed for students who are not feeling well therefore regular menu options will not be provided with a sick tray request.

**Dining Hall ID Cards**

Residents will have access to any residence dining facility by presenting their University Campus Photo ID card.

IMPORTANT: Please understand that providing your ID card to another person to use is a violation of your hall license and will result in disciplinary action and/or revocation of your license. Meal plan pricing is based on the concept that knowledge that most residents will not utilize all dining hall entries allowed per each week. Otherwise, the rates would need to be significantly higher.

If you should lose your University ID card, a new University Photo ID must be obtained immediately. Card replacement cost is $5.00 and due before a new university card will be issued.

Your campus ID will also be used for admittance to most major RHA events so please take good care of it.

**Refunds for Missed Meals**

A refund shall not be made for a missed single meal. Students approved by Housing to vacate the residence halls shall be charged a prorated room and meal rate. Charges shall apply through the end of the month. No meal refunds shall be made after sixty percent (60%) of the semester has elapsed.
### DINING HOURS

<table>
<thead>
<tr>
<th></th>
<th>Hillside College</th>
<th>Parkside College</th>
<th>Beachside College</th>
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</thead>
<tbody>
<tr>
<td><strong>Monday - Friday</strong></td>
<td></td>
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<tr>
<td>Breakfast</td>
<td>7 a.m. – 10 a.m.</td>
<td>7 a.m. – 10 a.m.</td>
<td>6:30 a.m. – 9 a.m.</td>
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<tr>
<td>Lunch</td>
<td>11 a.m. – 2:30 p.m.</td>
<td>11 a.m. – 2:30 p.m.</td>
<td>11:30 a.m. – 1:30 p.m.</td>
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<tr>
<td>Dinner</td>
<td>4 p.m. – 8:30 p.m.</td>
<td>4 p.m. – 8:30 p.m.</td>
<td>5 p.m. – 8 p.m.</td>
</tr>
<tr>
<td><strong>Saturday</strong></td>
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<tr>
<td>Brunch</td>
<td>9:30 a.m. – 1:30 p.m.</td>
<td>Closed</td>
<td>11:30 a.m. – 1:30 p.m.</td>
</tr>
<tr>
<td>Dinner</td>
<td>4 p.m. – 7:30 p.m.</td>
<td>Closed</td>
<td>5 p.m. – 7:30 p.m.</td>
</tr>
<tr>
<td><strong>Sunday</strong></td>
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</tr>
<tr>
<td>Brunch</td>
<td>Closed</td>
<td>9:30 a.m. – 1:30 p.m.</td>
<td>11:30 a.m. – 1:30 p.m.</td>
</tr>
<tr>
<td>Dinner</td>
<td>Closed</td>
<td>4 p.m. – 7:30 p.m.</td>
<td>5 p.m. – 7:30 p.m.</td>
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### Rules and Policies

**Background**

Our residence halls are governed by the laws of the State of California and the rules and regulations of the University and of the Residence Hall Association. As indicated in your license, our goal is to maintain the housing facility as an environment which is conducive for fellow students to study, live and sleep. With a few modifications for security and group living requirements, the rules and policies, your rights and responsibilities, are very similar to living in an apartment or private home. All residents share the responsibility for the living environment and it is important to read and understand the material in this handbook and the Terms and Conditions printed on your residence hall license. Please discuss any questions with your Resident Assistant.

**Alcohol**

Possession and consumption of alcoholic beverages is prohibited in and around the residence halls. To avoid serious disciplinary consequences that may lead to suspension or expulsion from the University, residents need to also understand: (1) Containers that contain or contained an alcoholic beverage are not permitted in the residence halls. (2) Residents are responsible for the conduct of their guests, and (3) Residents in the company of someone who is consuming or in possession of alcohol or alcohol containers in student rooms are also subject to campus judicial action. (4) Residents who violate hall policy while under the influence of alcohol are considered in violation of the Alcohol Policy even if the alcohol was consumed away from campus.
Animals
Due to the need for pest control, the potential for disruption, and safety and medical reasons, animals other than non-harmful fish are not permitted in any Housing facility for any length of time. This policy also includes guests’ pets. Individuals in violation may be assessed an associated cleaning and fumigation fee, mandatory removal of pet and possibly disciplinary action. This policy does not apply to service and assistance animals approved as reasonable accommodation for people with disabilities. For information on accommodation, please contact the Housing and Residential Life office.

Computer Usage
You may not use computing resources for any illegal or proscribed act or for any commercial purpose. In particular, the user may not use computing resources to violate any state or federal laws or any of the regulations specified in the Governing Regulations, the Administrative Regulations, and the CSULB Regulations for Campus Activities or the Policies of the residence halls as applicable. Computing resources must be shared among users in an equitable manner. The user may not participate in any behavior, including peer to peer sharing, that unreasonably interferes with the fair use of computing resources by another.

Conduct
Malicious mischief, abusive behavior and/or language, drunk, disorderly, unethical, vicious or immoral conduct in or near the residence halls is prohibited.

Dangerous Items
Real and/or simulated weapons are NOT permitted in or around the residence halls. This policy applies to any device, loaded or unloaded, that expels a metallic or similar projectile, such as a B-B, pellet or paintball, through the force of air pressure, CO2 pressure, or spring action, spot-maker guns, Tasers, Electronic stun devices, inoperable weapons, toy guns, sheath knives, “buckskin” knives, any dirk, dagger, sword, ice pick, unguarded razors, folding knives, throwing stars or throwing cards, explosives, firecrackers, ammunition, chemicals or any other material or instrument which, in the opinion of University authorities, poses an unreasonable risk of damage or injury.
Any resident who is discovered to be in violation of the No Weapons/Dangerous Items policy is subject to removal from the residence halls.

Drugs
The possession, use, manufacture, distribution, sale, or consumption of narcotics or controlled substances as defined by State and/or Federal laws is prohibited. In addition, the possession, use, distribution, sale, or consumption of medicinal drugs not prescribed to you and/or hallucinogenic substances (including but not limited to salvia and legal hallucinogenic mushrooms) is prohibited. Possession of drug paraphernalia is not allowed in or around the Housing complexes or dining halls. Paraphernalia may be confiscated and/or destroyed. Medical marijuana prescriptions/ licenses are not recognized by the University. Any student known or suspected to be in possession, using or distributing drugs, including medical marijuana or drug-related paraphernalia is subject to University disciplinary action and/or criminal action under state law. Residents in the company of someone who is in violation of the University Housing Drug Policy are also subject to judicial action.

Fire-Fighting Equipment
Fire-fighting equipment shall not be used except in case of a fire or during a fire drill. Tampering with any fire safety equipment is prohibited.
Fire Safety
In accordance with the University policy and to assure a safer and more healthful environment for everyone, all forms of smoking, burning incense or candles and the use of fog machines* is not permitted within any building within the residence hall complex. Please be aware of the number of appliances plugged into your electrical outlets; too high of a load can increase the risk of fire.
*Fog machines may be used for select Residential Life events only if approved by University Housing.

Gambling
Gambling in any form is prohibited.

Ledges, Roofs, Balconies, and Walls
The use of ledges and roofs for any purpose, hanging or sitting on balcony railings, and the scaling of exterior walls is prohibited. Throwing objects from ledges, roofs, balconies, windows, etc., is strictly prohibited. Climbing in and out of windows is also prohibited.

Property
Misuse, abuse, theft or destruction of the personal property of residents or residence hall property is prohibited.

Musical Instruments
Ear/head phones must be used at all times when playing electrical instruments. Acoustic musical instruments are allowed in resident rooms only if they are accompanied by a muffling device, kept at a low volume; do not raise objections from the person’s roommate, and not in conflict with quiet hours policy. Both the University Student Union and the Music Building have excellent areas designed specifically for the practice of musical instruments.

Noise
Excessive noise or any activity which may disturb other residents is not permitted in the residence halls at any time.

Quiet Hours
Since studying is an important aspect of life for university students, it is expected that residents and their guests will respect the rights of others by maintaining a reasonable limit on noise at all times and keeping room doors closed as appropriate.
Quiet Hours are established as 9 p.m. to 8 a.m. Sunday-Thursday and midnight to 8 a.m. on Friday and Saturday. Quiet hours means that students should avoid any loud talking or disturbance in or around the residence halls, and radio, TV and stereo sets should be set at very low volumes. (The use of stereo headsets is strongly encouraged.) Loud stereos, shouting or other similar activities obviously may not be carried on at any time.
What’s loud? Loud is any level of noise that disturbs any other resident. Responsibility for the observance of quiet hours rests with everyone living in the halls. Any time noise is bothering you, it is best to politely but clearly discuss it with the responsible person or persons. If your initial effort fails, your Resident Assistant can join you in a second try. After that, a written referral is recommended. Most people are considerate once they understand the problem.
Please note that since this is a residential community, all organized programs and activities are scheduled to conclude by midnight. Beginning at 7 p.m. the Friday prior to final exams, 24 hour quiet hours are in effect and no organized activities will be scheduled.
24hr Quiet Hour Areas
If you signed-up for and were assigned to a designated “Very Quiet Area,” the key differences are that (a) quiet hours are in effect 24 hours a day and (b) residents will be required to use “headphones” at all times when using a stereo and any noise that can be heard in other rooms will be considered too loud.

Resident Alert
Repeated violation of the Residence Hall Policies may result in cancellation of your residence hall license and will result in a loss of priority status as a returning resident for the following academic year licensing process.

Roller Skates, Rollerblades, Scooters, Skateboards and Other Coasting Devices
The use of coasting devices is prohibited within any building, any covered area and in the designated pedestrian-only zones on campus. Persons may coast or ride upon any sidewalk or improved surface used for pedestrian purposes, subject to certain restrictions. Refer to the University Skateboard Policy. (http://daf.csulb.edu/offices/ppfm/police/coasting_device_policy.html)

Sexual Assault
Persons who are victims of sexual assault or possessing knowledge of a campus-related abuse violation are strongly encouraged to notify University Police as well as residence hall staff. Rape is the most prevalent serious violent crime committed on University campuses. Rape, including acquaintance rape, or any other form of sexual assault, will not be tolerated by California State University, Long Beach. Since it is estimated that 50%-70% of all rapes are acquaintance rapes or non-stranger rapes, student awareness, appropriate caution and strict adherence to security requirements (lock your door, use your dead bolt, do not prop any doors or loan your key to anyone) are very important. Together, the residents and staff can make a difference to improve everyone’s personal security.

Sexual Harassment
It is University policy that the working and learning environments shall be free from sexual harassment. All students and employees should be aware that the University shall take action to eliminate sexual harassment. Students with complaints may contact their Resident Assistant, Assistant Coordinator or College Coordinator for more information on reporting any complaints.

Smoking
Smoking in stairwells or within 25 feet of buildings is not permitted. Residents who do smoke (legal products, such as tobacco products and electronic cigarettes) must do so outside the residence halls. Your consideration will be appreciated by those concerned with the effects of second hand smoke. Persons interested in assistance to quit smoking will find useful programs and information available at Student Health Services.

Solicitation
Solicitation, selling and the distribution of samples in the residence halls is prohibited. Soliciting by authorized representatives of recognized student organizations is permitted in public areas provided written approval has been granted by Housing and Residential Life.
Visitation and Guests
Invited guests are permitted to visit residents in their rooms at times mutually acceptable to both roommates. For the security of all residents, the following procedures are required to receive a guest: (1) guests should be met in the public area and escorted to the room, (2) when departing, the host will escort the guest out of the building and (3) guests should not be left unattended in student rooms. After hall office hours, guests must be escorted into the hall by a resident of that hall and each resident is limited to two guests. Residents are responsible for the behavior of their guests.

Guests may be permitted to reside overnight in a student room with residents of the same sex provided permission of the host resident’s roommate is obtained (written permission is highly recommended). For your guest’s benefit in the event of an emergency, overnight guests MUST be registered at the hall office. Overnight guests may stay no longer than two (2) days per month. Guests in the halls anytime between 2:00 a.m. and 8:00 a.m. are considered overnight guests.

GUIDELINE FOR ROOMMATES: Since in most instances only the residents of each room will be fully aware of all that occurs within the privacy of their room, clear communication between roommates is essential to avoid unnecessary problems with guests. While the right of one roommate to privacy and reasonable quiet obviously takes precedence over the other roommate’s guest privileges, both roommates share an obligation to discuss any problems with each other first. Let your R.A. know if you need assistance. Written complaints by roommates will be handled through the campus judicial process.

Housing Judicial Process

Disciplinary Philosophy
Housing and Residential Life’s disciplinary philosophy is to educate the resident about their responsibilities within the residential community, including being accountable for their actions and the actions of their guests. Our aim is to prevent inappropriate behavior from recurring. Through early intervention specifically directed to the individual student, it is made clear that there are some actions which will not be tolerated because they seriously interfere with the basic purpose of residential life. We hope to help the student develop and become a positive contributor to the residential community.

Steps in the Judicial Process
1. A referral is submitted to a coordinator. When any resident or staff member determines that a policy may have been violated, he or she may report it on a Resident Referral Form and submit it to the Coordinator.
2. A notice of meeting is sent out to the documented resident(s) to set up a meeting to determine if the resident(s) is/are responsible for the violation(s) of Residence Hall policies. In appearing before the Coordinator, the resident will be read the referral and asked whether or not they are responsible for the alleged violation(s).
3. The coordinator makes a decision as to whether or not to find the student responsible for the policy violation(s) involved in the incident.
4. If the resident wishes to appeal the decision of the Coordinator, the resident has 48 hours after the disciplinary meeting with the Coordinator, to submit a written appeal to the Housing Office.

As a general rule, appeals will only be considered if you are able to demonstrate that new evidence has come to light or that judicial procedures were violated.
Alcohol, Tobacco, and Other Drugs Program

The University education/disciplinary plan for alcohol, tobacco, drugs or other substance abuse is composed of the following three steps:

First Violation: Mandatory alcohol and other substance education workshop;
Second Violation: Mandatory one on one meeting with an ATOD assessment counselor
Third Violation: Removal from the halls and subject to suspension from the university.

Note: These steps carry over from one year to the next for as long as a student resides on campus.

In addition to University disciplinary action, violators are also subject to immediate citation by University Police which may result in Municipal Court fines or loss of driving privileges. Your personal liability for the conduct of your guests or anyone you provide alcoholic beverages to is yet another reason to live within the letter of this policy.

The clear intention of this policy is to meet federal requirements for colleges and universities while also meeting the expressed desire of many students and parents to create a quieter, more educational environment. Since approximately 80% of residence hall students are under age 21, this policy should significantly impact only a small number of residents.

Enforcement

Violations of the preceding policies may result in revocation of the hall license by the University and/or probation, suspension or expulsion. General behavior over a period of time indicating that the resident is not able to adjust to the requirements of group living may also result in revocation of the license.

License Agreement

Student Housing License Agreement

You are required to sign a Student Housing License Agreement each year, and it's very important that you read your copy carefully. Be sure you understand that the license is binding for the entire academic year when entering for the fall; you can't move off campus at the end of the fall semester or any time during the academic year. If you have questions about this policy, please contact the Housing and Residential Life Office before signing the license.

Vacating

All residents should follow these simple steps when moving out of the residence halls:

1. Remove your personal belongings from your room and locker, if any, and empty trash outside.
2. Contact your Resident Assistant to inspect your room at the time of your departure and return your mailbox key.
3. Update your mailing address in your MyCSULB account (all mail will be redirected to this address)

Be sure all your belongings are removed from your room. A charge will be made if personal belongings or trash are left in your room after you vacate. Note: Residents moving out after the designated checkout time or failing to checkout when they vacate the halls at the end of each semester are also subject to a $20.00 late fee. The maintenance staff will also check your room for damage after you checkout.

If you are vacating your room any time during the academic year, you must have advanced approval from the Office of Housing and Residential Life. The residence hall license you signed is for the entire academic year. Requests to cancel a license will be granted only because of unforeseen emergency conditions as specified in the license. Any personal property left behind in your room will be removed and turned over to Lost & Found according to state law.

All cancellations and prorated charges will apply regardless of reason of vacate.
License Cancellations
Your housing license is a legally binding document and all license conditions are strictly enforced. Occasionally, serious circumstances arise that lead residents to request a license cancellation. Requesting a cancellation does NOT guarantee that one will be granted. Roommate conflicts, noise, or dislike of the food will not be considered as valid reasons for cancellation of the housing license. Without proper authorization, residents will be held responsible to the terms of their housing license. Simply moving out or turning in keys does not constitute release from license obligations.

Upon determination by Housing that a student has violated housing license provisions, violated the rules of the California State University, or engaged in conduct otherwise detrimental to the welfare of themselves or other students, Housing reserves the right to cancel the housing license, in additions to other actions.

All license release requests will be classified as follows:

Marriage, Transfer, or withdrawal from CSULB
Requests due to marriage must be accompanied by a certified marriage certificate as verification that the marriage took place during the term of the license. Residents ceasing to be a regularly enrolled, registered CSULB student must present written verification of withdrawal. These requests for cancellation are automatically approved upon receipt of supporting documentation.

Verifiable Hardship
A verifiable hardship is defined as an extraordinary circumstance that has arisen since the license was signed that now makes it impossible to meet license obligations. Examples include drastic changes in financial situation and illness. Both must be supported with written verification of hardship. It is unlikely that residents with verifiable hardship will be released from their contractual obligations.

Mid-Year Move
This includes moving to another on-campus residence, an off-campus residence, or moving back home for any reason other than stated above. Students are strongly advised not to sign another lease, make a deposit, or in any other way obligate themselves for alternative housing prior to the stated end of their housing license. Mid-year moves will not be approved unless unforeseeable circumstances would make it prudent for the Housing Office to make an exception. To request a cancellation, obtain and return the appropriate forms available at the Housing Office.

Revoking a License
The University, by giving reasonable notice of one to three days, may revoke a license for one or more of the following reasons:

a. disorderly, unethical, vicious or immoral conduct in or near the residence halls;
b. misuse, abuse, theft or destruction of residence hall property;
c. possession or consumption of alcoholic beverages;
d. sale or knowing possession of dangerous drugs, restricted dangerous drugs or narcotics, as those terms are used in the California statutes, except when lawfully prescribed pursuant to medical or dental care;
e. possession or use of highly flammable materials, firearms, ammunition, fireworks, explosives, dangerous weapons or any other material or instrument which, in the opinion of university authorities, poses an unreasonable risk of damage or injury;
f. general behavior in the residence halls, which indicates that the resident is not able to adjust to the requirements of group living
Hall Closures
The residence halls will be closed during the semester break and spring break (housing fees do not include these periods). If students are authorized by the Housing Office to remain in a residence hall during the closed periods, they shall pay a nominal fee in accordance with Section 42004 of Title V of the California Administrative Code. No meals are served in the residence dining halls during these periods. The University, after giving advance notice, reserves the right to make temporary reassignment of rooms during vacation periods.

Health and Safety

Emergency Response and Evacuation
In the event of an actual emergency, information will be provided to the campus community through Channel 3, CSULB webpage, voice mail broadcasts and the Emergency Notification System.

Emergency Notification System- ENS
The emergency notification system allows the University to send important information and instructions during emergency situations to students, faculty, and staff via home phone, cellular phones, text messaging and e-mail. Notification will be sent without delay once an immediate threat or hazard to campus safety has been identified. We encourage all residents to ensure their contact information is current by logging in to https://my.csulb.edu. ENS will use the entered Home, Cellular, and Emergency Text Alert Message information for emergency notification.

In Case of Fire
- Close the door(s) of the room.
- Pull the building alarm.
- Evacuate the building when the alarm sounds; inform the resident staff and/or University Police (using the campus emergency phones near each of the buildings, identify yourself, building name and room number.)
- Give assistance to any disabled person on your floor or in your area.
- Do not return to the building until you are given permission from a staff member.

Fire Safety
On-campus residents can help keep their rooms and their neighbors safe from fire by following housing regulations concerning fireworks, explosives and the use of electrical equipment, and by following general safety standards.
Fire-fighting equipment shall not be used except in the case of fire.
Students should keep in mind that misuse of fire alarms and fire safety equipment is a violation of California Penal Code Section 146.4. Anyone found responsible for setting a false alarm will be subject to dismissal from the residence halls, suspension from the University and criminal prosecution. Students who fail to evacuate when an alarm sounds also are subject to disciplinary action.

Medical
The facilities of the Student Health Center are for your benefit. If you become ill at any time, let your Resident Assistant know immediately. Go to the Health Center as soon as possible when you are ill. The Center is open from 8 a.m. to 6 p.m. Monday, Tuesday and Thursday 10 a.m. to 6 p.m. on Wednesday, and 8 a.m. to 5 p.m. on Friday. In case of after-hours illness, see your Resident Assistant, any residential life staff member or dial 911.
Earthquake
The important thing is to shield yourself from falling objects. In the event of an earthquake, if you are:

**Inside**
- Get under sturdy furniture or stand in a doorway to prevent injury from flying objects, falling material, and/or ceiling failures.
- Earthquakes frequently have aftershocks, so be prepared.
- Except in case of fire, opening room doors is advised to prevent locks jamming.
- Do not evacuate until evacuation routes have been checked for safety.

**Outside**
- Move away from buildings and areas subject to falling glass, electrical wires, and debris.
- If you cannot get to a clear area, take cover in a door or archway.
- Do not enter any buildings immediately, even after the shaking has stopped.

**A Personal Safety Note. . .**
Personal security starts with awareness. There are many things individuals can and should do to improve their personal security in the residence halls, on campus, and out in the community.

You can improve your personal safety by talking about security with your roommate, friends, and R.A. staff from the beginning of the semester. All residents are advised to avoid walking or travelling alone at night, to keep your room door locked at all times, to close your windows when leaving, to not let anyone you don’t know in your building, to avoid walking in dark areas, and to be aware.

If you do encounter a problem or concern, contact your R.A., Assistant Coordinator or College Coordinator. They can get help, if needed, very quickly.

**Why Lock The Doors?**
For the protection of you and your property, the end doors in Los Alamitos and Los Cerritos and all exterior doors in Hillside College, International House and Parkside College are kept in a locked position 24 hours a day. The center doors in Los Alamitos, Los Cerritos and Beachside College are locked when the hall office closes.

PLEASE do not prop open any exterior or suite doors, do not let anyone you do not personally know or are unwilling to escort and be responsible for into a building, lock your room anytime you’re leaving your room or retiring at night and report any suspicious persons in the halls to the staff immediately.

GUIDELINE: If you wouldn’t let the person into your parent’s house please don’t let the person into the halls. Otherwise, you may unwittingly be responsible for theft or personal injury to yourself or another resident, or damage to the suite or hall area.

**Hours**
There are no set hours when residents are required to be in the halls. As all exterior doors are secured, each resident will have access to the exterior doors of their building. Residents assume responsibility for their keycard and for maintaining the security of the building when entering or leaving. Residents under 18 and their parents are advised to reach an agreement as to the hours the resident will keep. The University does not assume responsibility for residents when they are away from the hall overnight.
Important Reminder:
In addition to asking the resident staff to call University Police, your options for reaching University Police in an urgent situation are to:
  • Push button on any campus emergency telephone.
  • Dial 911 from any campus telephone or cell phone.
Please discuss this information with your Resident Assistant if you have any questions. It is in everyone’s best interest to think ahead and be prepared for an emergency, stay calm and report specifically the nature of the situation and the exact location.

Online Social Networking Safety Tips
While sites like Facebook, MySpace, Twitter, etc. are a great way to stay in touch with close friends and build your online presence, please keep the following in mind:
  • If you wouldn’t post it on a bulletin board, don’t post it online. Web transmissions aren’t foolproof. Posting something online is just as open and available to others as posting something on your door.
  • Use privacy setting to help control who can access your information. Most sites allow you to restrict the availability of your profile. While these settings provide no guarantees, they can be a useful tool in gaining some control of your postings.
  • Your online profile may be the only impression someone has of you. While close friends may know you’re joking about something you’ve posted, another student, staff member, faculty member, or even a future employer who stumbles across your profile may only have that information to gauge who you are. Make sure the image you’re projecting online is one that accurately represents you.

The University will address policy and conduct violations that are discovered on publically accessible websites.