

CSULB Resident Handbook 2020-21



CALIFORNIA STATE UNIVERSITY LONG BEACH
Housing and Residential Life

Dear CSULB Resident,

On behalf of the entire staff 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 our students will find a network of support and activities that make for a successful and enjoyable experience at Cal State Long Beach.

Our goal in H&RL is to provide you with a well-maintained living-learning environment that supports your academic success and continued growth and maturation. 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, housing.csulb.edu and Facebook page, facebook.com/CSULBHousing for the latest updates on Residential Life Events and Housing announcements.

Our residential 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 H&RL 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,

Corry Colonna

Executive Director

Housing and Residential Life

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CSU Campus Community Values

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

Mission Statement

Housing and Residential Life creates safe, welcoming, and inclusive communities that engage students in their personal and social development while promoting academic success and responsible citizenship through high quality services and initiatives.

Residential Education

By living on campus, our students will become responsible, mindful, and engaged community members.

Residents will be encouraged to explore their own identities and values, build relationships with their peers, create a sense of community belonging and shared responsibility, and connect to various academic and non-academic campus resources. The staff will get to know residents through one-on-one conversations and group interactions. As a result of living in Housing & Residential Life residents will gain valuable knowledge, skills, and abilities that are applicable in various aspects of their lives.

Learning Goals:

- Understanding of Self: Residents living in Housing at CSULB will explore their identities through reflection of their values and beliefs. Through journaling, self-assessments, and introspection activities, residents will acknowledge their personal responsibility by embracing community and adhering to the standards of the community.
- Cultivating Health & Wellness: Residents cultivating a healthy community will identify healthy strategies in an effort to promote holistic wellness. Through connecting with campus resources, students will utilize campus partners who provide mental, emotional, spiritual and physical support. Residents will have the opportunity to develop strategies that promote wellness within the community.
- Embracing Community: Engaged and active community members embrace community development by developing inclusive space for one another. Residents identify and advocate for the needs of the community while identifying the different community perspectives. Through the interpersonal relations that are created, residents are encouraged to develop reciprocal relationships with one another. The community strives to move away from independence but rather to create a culture of interdependence.
- Fostering Academic Success: Academically successful community members are working with campus resources and partners to support to their educational needs. Residents will foster academic success by taking ownership and initiative over their own education. Working with campus partners, and identifying areas of growth, residents will be able to reflect on their academic success. Residents will reflect on their academic needs, identify support, and reach out to academic partners.

Residential Colleges

CSULB has three residential colleges: Beachside College, Hillside College and Parkside College. Each college provides a safe and comfortable living environment in which students can socialize, study, and reach their potential.

Parkside College

Parkside is located at the northwestern part of the university campus and is adjacent to a municipal park. Parkside is a first-year housing community with nine suite-style buildings, each housing an average of 115 students.

These buildings are served by the Parkside Service Center which offers many services including mail distribution, building tours, reporting of building issues, and the checkout of games or equipment. The Parkside Service Center also contains a large, quiet study area which may be used by residents during regular office hours.

Parkside Service Center
Monday – Friday, 8am – 10pm
Saturday – Sunday, 10am – 10pm
(562) 985-4990

Buildings G-Q

Parkside College is comprised of nine two-story buildings with suite-style living spaces. Each suite includes seven double rooms with a large bathroom available from either side of the suite. While the buildings are coed, suites are self-contained and house only members of the same sex. Each building has a central lounge with a standard size TV and a centrally-located laundry facility for the convenience of residents.

Area Coordinator

Joseph Briones..... (562) 985-4990

Hillside College

Hillside is located at the southwestern part of the university and is the closest residential colleges to the central university. Comprised of first-year and returning students, Hillside provides traditional or suite-style living within nine buildings, each housing a range of 45 - 200 students.

These buildings are served by the Hillside Service Center which offers many services including mail distribution, building tours, reporting of building issues, and the checkout of games or equipment. The Hillside Service Center also contains a large, quiet study area which may be used by residents during regular office hours.

Hillside Service Center
Monday – Friday, 8am – 10pm
Saturday – Sunday, 10am – 10pm
(562) 985-5161

Buildings A-F

This area of Hillside College includes six two-story residence halls with suite-style living spaces. A suite is a cluster of either three double bedrooms or a cluster of four bedrooms (one single and three doubles); the residents in the suite share a bathroom and shower contained in the suit, and suite has a locked entrance off the main hallway. While the buildings are coed, suites are self-contained and house only members of the same sex. Each building has a laundry room and common lounge where students can meet. The lounge is complete with a faux fireplace and a standard-size TV.

Pride/LGBTQIA+ (Building C)

LGBTQIA House is a community open to members and allies of the lesbian, gay, bisexual, transgender, intersex, and queer community. Residents have an opportunity to explore and celebrate their identities, learn about issues facing the community, and become connected to resources on campus. This community will empower residents and create a safe and supportive space for students to participate in educational programming and leadership development activities that will enhance their understanding of how to impact positive change in the world.

One wing includes gender-inclusive rooms and bathrooms. These rooms accommodate the housing needs of transgender, genderqueer and gender-nonconforming residents. All residents are welcome to use the bathrooms and live in a room that matches their gender identity. To best provide support, transgender, genderqueer, and gender non-conforming students are encouraged to contact the Housing office to find a space that best meets their needs.

International House

Residents living in International House will engage with other international, study abroad, exchange, or domestic students. Residents in this community are passionate about developing a global perspective and gaining intercultural competency. This learning is achieved through high impact experiences, group discussions, and global perspective events. As members of this community, residents will have an opportunity to engage in CSULB's annual International Education Week, participate in yearly kickoff events, end of the year celebration events, and much more. International House is open to all international or domestic students.

Multicultural House (Building D)

The Multicultural House community strives to create a safe space for residents of all backgrounds to share experiences that will strengthen their ability to function in a multicultural world. Residents

choosing to live in the multicultural house must be willing to explore their identities and differences while learning about society with an emphasis on social justice. Residents will engage in a series of intergroup dialogues that focus on uniting the community while at the same time embracing individual identities and respecting differences. Residents will also engage in activities and workshops that focus on health and wellness, leadership development, community engagement, and academic success. This community is open to all students.

The Black/African-American Scholars Community is a sub community within the Multicultural House that provides a welcoming place for students who are a part of or are in support of the Black Community at California State University, Long Beach. There are opportunities to engage in discourse about the Black/African American/African experience on campus and at large. Residents will also receive mentorship, explore identities, attend events, and create lifelong friendships. The community will connect residents to various offices and staff members across campus to provide academic, social, and cultural resources.

University Honors Program House

This community is only open to newly-admitted and current students of the University Honors Program. This community enriches the educational experience of high-achieving students through its commitment to academic excellence and undergraduate research, mentorship and professionalism, and meaningful engagement both on campus and in the surrounding areas. The Honors curriculum explores social justice, diversity, and sustainability topics that encourage students to become informed citizens locally and globally. For more information about the UHP as well as the admissions criteria and application process, please consult www.csulb.edu/uhp.

Los Cerritos and Los Alamitos halls are the closest to main campus and are each three stories and house 208 students. Each is a traditional-style hall - each room is a double room, and the residents of the floor share a bathroom and shower facility. The rooms are carpeted, and the halls were recently renovated to an air conditioning unit in every room, as well as an elevator. There is a large comfortable lounge; a recreation room with a big screen TV; study rooms; and laundry facilities on the first floor. Los Cerritos features a classroom/multipurpose room.

Area Coordinator

Katrina Pratts.....(562) 985-5161

Beachside College

Beachside College is located on the corner of Pacific Coast Highway (PCH) and Clark Avenue. Its prime location is 1.5 miles away from CSULB, offering students the off-campus experience without sacrificing convenience. Beachside is home to more than 700 residents and is geared towards continuing and transfer students. There are free campus shuttles that provide service to campus every 15 minutes from morning through late night. Students can also ride Long Beach Transit by purchasing a tap card; bus routes that directly arrive to CSULB are 171 and 121. The residents of Beachside can utilize the other two CSULB campus dining halls and may participate in all housing activities.

Beachside Service Center
Monday – Friday, 8am – 10pm
Saturday – Sunday, 10am – 10pm
(562) 985-3032

Pacific & Atlantic Hall

These residence halls offer students the off-campus atmosphere but includes the on-campus amenities, security, and social activities. Students and faculty come together in this unique living-learning environment complete with more than 600 bed-spaces for students, faculty apartments, a pool, and dining hall. Classes, academic advising, and a full range of educational and social activities are offered on-site in the classrooms, multipurpose rooms, and study areas in order to support students' academic success and personal development. Students are encouraged to explore the many local restaurants, shops, and parks conveniently located near the halls. Each three-story building has large double and triple rooms and are a hybrid of traditional and suite-style living. All rooms include air conditioning, internet access, and cable television. Each building has a laundry facility.

Thematic Living Communities (TLCs)

In a thematic community, students who share common interests live in the same building and further explore their shared passions. Students will have the opportunity to interact and build friendships with others through programming that is focused around the community's theme. Beachside College offers the following thematic communities: First Year Experience; Transfer & Upper-class Student Experience; and Substance-Free Lifestyle.

Area Coordinator

Ariel Tan.....(562) 985-5056

Residential College Amenities

Common Areas

Every residential college has its own common area which residents may use for various purposes. To reserve a space, the resident(s) would need to contact the Area Coordinator of that residence hall. Residents are encouraged to use the common areas for informal and formal meetings, to the extent that they do not disturb other residents using the area. Residents are permitted to move furniture in the common area; however, they must do so carefully and return all furniture to its original arrangement before leaving. It should be noted that priority use of the common areas is given to Residential Life staff and/or College Council members. Priority use following that of the Residential Life staff are students who need the space for studying purposes. Use of residence hall facilities involving non-residents, classes, or other campus organizations must be approved by the Area Coordinator. Students should not move the partition without HRL staff present.

Residential College Service Centers

Each residential college has a central office known as a Service Center. The Service Center is open weekdays from 8am-10pm and weekends from 10am-10pm and is operated by trained Student Assistants who handle the daily operations of the center. The Service Center is the initial point of contact for residents when they encounter facilities issues, need activity updates, receive mail and packages, receive telephone messages, need to check-in or check-out of their room, etc. To receive mail or packages on campus, please see Residential College addresses on page 11.

Laundry Facilities

Laundry facilities are located throughout each residential college. Money can be loaded on to the CSULB ID card and used to operate washers and dryers. The laundry rooms at Hillside and Beachside College are open 24/7. Laundry facilities at Parkside College are open during Service Center hours. If the washers and dryers experience maintenance issues, see the phone number/app instructions in the laundry room.

The University assumes no responsibility for items left in laundry rooms. Residents are responsible for removing their laundry from the laundry rooms in a timely manner. Laundry that remains in the laundry room will be removed by the custodial staff and taken to the Service Center lost and found. If the property is not claimed after a week, staff will donate the items to an outside agency.

Restroom and Shower Facilities

Restroom and shower facilities are available in each residence hall. They are available for the exclusive use of residents in the area. Our privacy policy requires that all guests be directed to the public restrooms.

Your cooperation in keeping the restroom area neat and clean is appreciated. Large trash bins are located outside each building for emptying individual wastebaskets from the room. Residents are not to leave personal items in communal bathrooms. Personal items are to be secured in the resident's room. Shampoo, toothpaste, hair dryers, etc., left in restrooms make them difficult to clean and are an invitation for theft. Custodial staff will remove and discard such items from restrooms.

Outdoor Recreation

Students residing in our residence halls have additional outdoor space available for playing games like volleyball, frisbee, and other recreational activities. Specific locations available to students include: 1) lawns south of Los Cerritos Hall, 2) lawns north of Los Alamitos Hall. Playing any sport or recreational activity in areas not previously listed is prohibited. Golf in and around the residence hall is always prohibited.

Residential College Resources

Beach Movie Channel (Ch.3)

Your hall television station playing new released movies voted on by the residents and student programming. Visit movies.housing.csulb.edu for a schedule, movie information, to vote on movies you want to watch, and to stream movies.

Important Numbers

Residential College RA On-Call Cell Phone Numbers	
Hillside (Los Alamitos and Los Cerritos)	562-340-9300
Hillside (I-House and A-F)	562-340-9307
Parkside (G-L)	562-340-9303
Parkside (M-Q)	562-340-9306
Beachside (Atlantic)	562-340-9304
Beachside (Pacific)	562-340-9308
Service Center Numbers	
Hillside	562-985-5161
Parkside	562-985-4990
Beachside	562-985-3032
Other	
Housing & Residential Life	562-985-4187
CSULB Police Department (emergency & non-emergency)	562-985-4101

Information

Bulletin Boards

Bulletin boards are placed in each residence hall to advertise important information and upcoming events. Residential Assistants post important information regarding upcoming programs, housing information, and campus opportunities. Residents must check the bulletin boards in their living area to stay up-to-date with information.

Social Media

Housing's Facebook page (facebook.com/CSULBhousing) posts events and announcements, as well as [@csulbrha](https://instagram.com/csulbrha) on Instagram.

Website

The Housing & Residential Life website contains valuable information about your experience living on campus. Residents are encouraged to visit the website for important information – housing.csulb.edu

Mail Distribution Service

Mail is delivered Monday – Saturday to the Service Centers in each Residential College. The Student Assistants sort and place mail in the appropriate resident boxes. There is outgoing mail service at each Service Center and it is picked up each morning Monday - Saturday. Mail service may be different during breaks.

Resident mailbox numbers are the same as the resident's room number. It is important that correspondents use the complete address, including the resident's building and room number. To avoid delaying delivery of mail, do not include California State University, Long Beach in the address.

Mailing addresses:

Hillside College 5851 Beach Dr <i>ROOM NUMBER</i> Long Beach, CA 90815	Parkside College 1601 Earl Warren Dr <i>ROOM NUMBER</i> Long Beach, CA 90815	Beachside College 4835 Pacific Coast Hwy <i>ROOM NUMBER</i> Long Beach, CA 90804
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Residential Life Portal (RLP)

Residential Life Portal (RLP) at housing.csulb.edu/rlp is a website that CSULB residents can use to do the following:

- Submit maintenance requests
- Submit technology requests
- Visit academic staff sites
- Visit dining sites
- Learn more about internet and cable TV
- Download important housing forms
- Update and approve RCR (room condition report)

Residential Life Staff

Student Assistant (SA)

Student Assistants are undergraduate students who have been selected and trained to work in the College Service Centers and handle immediate issues within the residential college that residents may encounter such as a lock out, mail distribution, reporting maintenance issues, and managing the postings on the bulletin board.

Resident Assistant (RA) of Community Development

Resident Assistants (RA) are undergraduate student leaders who have been selected and trained to build community amongst the residents living in the building through programming and education. Under the supervision of a Residential Coordinator, each RA is responsible for the general welfare of a floor and/or wing of a specific building. They are familiar with campus resources and can help refer residents or assist with incidents that occur. Multiple RAs are on call each night in each Residential College.

Residential Coordinator (RC)

Residential Coordinators (RC) are live-in graduate students who are skilled in community building, advising and problem solving. They manage the components of a comprehensive residential life program through the coordination and implementation of programs, services and facilities. The RC provides oversight for all aspects of their Residential College assignment. They supervise the Resident Assistants and oversee all activities related to their college.

Area Coordinator (AC)

Area Coordinators (AC) are live-in professional staff who have received their master's degrees and are skilled in community building and program development. These staff members directly supervises the Resident Coordinators (RCs) and Student Assistants (SAs), and indirectly supervises the Resident Assistants (RAs) of their designated residential college.

Assistant Director of Programs and Assessment

The Assistant Director of Academics oversees the academic initiatives including Faculty in Residence, Living Learning and Thematic Communities, RAMs, and Academic Advising in each Residential College.

Assistant Director of Student Conduct

The Assistant Director of Student Conduct oversees an educational student conduct program in the residence halls, including meeting with students alleged of violating residential life policies as well as educational programming.

Associate Director for Residential Life & Education

The Associate Director oversees the Assistant Directors and Area Coordinators, as well as the Residential Life programs and services.

Executive Director

The Executive Director oversees the Housing and Residential Life programs, services, and facilities. With a focus on engaging, inspiring, and improving the residential experience of students on campus, the Executive Director is responsible for ensuring University Housing and Residential Life has a clear vision, goals, and a basis of standard Operating procedures to enhance the student living environment, student safety, student development and training, fiscal solvency, and long-term facility planning.

University Housing Staff

Resident Assistant of Technology (Tech)

Techs are assigned to each residential college and provide technical support. Resident Assistants of Technology handle issues related to network and cable TV troubleshooting only. They do not offer support for hardware, printer, or software installation. For technical support, submit a Tech Request online at housing.csulb.edu/rfp.

Custodial and Maintenance Personnel

Services provided by custodial and maintenance personnel include daily maintenance, repairs, and preventative inspections. Custodians are responsible for the upkeep of the residence halls including suites, lobbies, hallways, and restrooms. Maintenance staff conduct preventative and daily repairs of the residential halls. Maintenance issues can be reported online at housing.csulb.edu/rfp.

General Information

Roommates

HRL wants all residents to have a positive experience while living in CSULB student housing and places value on people learning how to live together in a community. This includes acclimating to roommates, neighbors, and others. The residential life team has a procedure in place to remedy roommate disagreements and conflicts as necessary. If an issue cannot be satisfactorily resolved between roommates, residents may ask the Resident Assistant (RA) to assist and facilitate further discussion to resolve any differences.

If discussion with the RA does not resolve the issue, request the RA to arrange a meeting with the Residential Coordinator (RC) to consider other alternatives, such as meeting with an RC or AC, or formal mediation with a peer mediator.

Roommate Agreements

RAs will conduct short interviews with all residents within weeks after the move-in date. The purpose of this meeting is to establish a mutual understanding between roommates that will best avoid conflicts. Defining the roommate relationship early will assist you in predicting areas of conflict and creating solutions to that potential conflict. The Roommate Agreement will also assist in establishing a written plan to guide the relationship if any roommate fails to meet their responsibilities.

Discussion items include, but are not limited, to:

- Study time
- Noise level
- Security
- Guests
- Hygiene
- Cleaning
- Sharing items
- Sleeping habits

Residents will fill out and sign a Roommate Agreement during this discussion that will be kept on file. This agreement will be referred to in case of a conflict and can be amended at any time.

Basic rights of a roommate include the right to:

- Study, free from undue interference (noise, stereo, guests, etc.), in one's room.
- Sleep without undue disturbance from noise, guests, suitemates, roommates, etc.
- Expect that suitemates/roommates will respect each other's personal belongings. When borrowing or using others' belongings, ask their permission and get approval first.
- Live in a clean environment.
- Free access to one's room and facilities without pressure from suitemates/roommates to vacate.
- Expect that roommates will respect each other's personal privacy.
- Host guests at agreed upon times and with the expectation that guests are to respect the rights of the host, suitemates, roommates, and other hall residents. See the Visitation policy for specific requirements.
- Expect reasonable consideration while using the cell phone or other technology.
- Expect any and all disagreements to be discussed in an atmosphere of openness and mutual respect.

While the basic rights of one roommate to privacy and reasonable quiet obviously takes precedence over the other roommate's guest privileges and other preferences, both roommates share an obligation to compromise and to discuss any problems with each other first. Let your RA know if you need assistance.

Room Furniture

Rooms are furnished with single beds (80" x 34" (XL Twin)), dressers, desks, chairs, and wastebaskets. Students are expected to provide their own towels, blankets, bedspreads, sheets, pillows, pillowcases, and study lamps (NO HALOGEN LAMPS). Before purchasing decorative accessories and large items, we recommend that you coordinate with your roommate. Lamps, electric blankets, portable TVs, stereo equipment, irons, flat irons and curling irons, and electric shaving equipment are allowed in rooms; however, automatic shut-off options for these items are preferred when possible. Hot plates, high-wattage appliances, and extension cords without surge protectors are not permitted. All furniture must remain on the ground. Any modification or lofting of a resident's bed that is not designed to be raised is strictly prohibited (e.g. residents are prohibited from raising beds with cinder masonry blocks, chain link fence poles, lumber of any sort, etc.).

Request to Vacate

On-campus housing license agreements are binding contracts for the full academic year. If a resident cannot remain in housing and abide by the legal binding contract for any reason, they must submit a Request to Vacate form. Residents will not be released from the contract unless they meet certain criteria and submit written approval to vacate from the housing office. If not approved to vacate, residents will be financially liable for the entire academic year.

Repair/Maintenance

If an item in your room or suite, in a building, or on the grounds area is in need of repair, report it to a staff member, the Service Center, or complete an online service request at housing.csulb.edu/rlp. Service requests are processed Monday-Friday. If urgent, during business hours, call the Housing Office at (562) 985-4187. After hours, contact the Service Center or the RA on-call.

Replacement of Campus ID Cards/Mailbox Keys

If residents misplace their mailbox key, they can obtain a replacement at the Main Housing Office. Beachside residents will need to go to the Beachside Service Center. The mailbox key replacement charge is \$50. Lost ID cards must be replaced in order to access the buildings. New ID cards may be purchased at ID Card Services in the University Bookstore for \$5. If a Parkside or Hillside resident replace an ID card it must be re-encoded for door access at the Parkside or Hillside Service Center or the HRL office.

Campus ID/Key Usage

Residents are required to carry their Campus ID with them at all times. Campus ID cards work as the key card to open room doors, suite doors, main entry doors to the building, as your meal card, and serve as identification. It is the responsibility of the residents to maintain their room and mailbox key in their possession and under no circumstance allow others to replicate or use that Campus ID/key. The University is not responsible for lost or stolen money and personal belongings in the resident's room. Residents are advised to keep their suite door, room door, and windows locked at all times and keep large sums of money in a safe or away from the visible eye.

If residents are locked out of their room, they need to go to the Service Center (during regular business hours) or call the RA on call (after hours) to open the room door. Residents will be charged a \$10 fee for each lockout after their second lockout during each semester.

Sustainability Efforts

Electricity

Common sense applies very directly to the conservation of electricity. Students should use the smallest appliance that will perform the requisite function and turn off electrical appliances when they are not in use or when leaving an area for more than five minutes. Refrigerator doors should remain shut.

Water

If you aren't using it, turn it off! Leaving the water faucet running while you brush your teeth or shave can waste up to 10 gallons of clean water per person daily. Turning showers down or off while applying soap can save many gallons of water daily. Dripping faucets and toilets that run continuously can waste hundreds to thousands of gallons of water per day and should be reported immediately for repair.

Resident Parking

In an effort to create a more sustainable and environmentally friendly campus, first-year freshman are not allowed to have a car on campus. In cases where a car is necessary for medical or financial reasons, first-year freshman may file an appeal; however, parking is limited and not guaranteed. Continuing and transfer students must have a valid resident parking permit displayed on their car at all times. Residents must obtain a resident parking permit to park their vehicle on school grounds and avoid a citation. Residents with a valid parking permit may only park in the Residents Only Reserved spaces. All resident parking permits are purchased online and use a License Plate Reader (LPR) system. Parking permits are not transferable and misuse reports will be investigated by Parking and Transportation Services. Metered spaces are enforced, and vehicles parked on red curbs or fire lanes are subject to immediate tow away. Resident Parking Permits can only be purchased on a yearly basis and are valid for the entire academic year. Parking citations may be disputed with Parking and Transportation Services office.

Visitor Parking

Parents and friends who require parking while visiting residents may obtain a Day Parking Permit from any of the Permit Purchasing Machines throughout the campus. There are also several parking meter areas throughout the parking lots which are enforced by the parking officers. Park on red curbs, fire lanes, etc. is prohibited and vehicles are subject to immediate towing.

Residents may obtain two free overnight guest parking permits per month for their guest – please visit the Service Center to obtain the pass.

Maintenance Procedures

Damage

Damage to rooms, furniture, hallways, suites, and common areas that are not previously recorded or otherwise known by University staff must be reported online or to Housing staff via the telephone. Damage to university property within any of the residence halls and outside grounds caused by a resident and/or their guests will be held financially responsible. Residents are expected to submit maintenance requests online via housing.csulb.edu/rlp or call the Housing office (562) 985-4187 if any repairs are needed. Do not attempt to repair damages; doing so may result in additional charges.

Furnishing

Furniture in resident rooms and common areas must remain in its place for the duration of students' residency. These areas include, but are not limited to: classroom, study room, common spaces, hallways, etc. Residents are prohibited from removing, storing, or trading furnishings from a room, common space, or classroom.

Heating and Air Conditioning

Hillside: Los Alamitos and Los Cerritos have heating and A/C. Residents are able to turn the heat and A/C on or off. There is a switch on one side of the closet that states off, high, or low which students can use during the summer or winter months. Buildings A-F and International House do not have A/C. These buildings have heating: Residents can turn a knob that indicates high/low for the winter months.

Parkside: Parkside has no A/C: Residents can turn the heater on during the winter months. Using a knob near the light switch residents can decipher between high/low heat.

Beachside: Beachside has both a heating system and A/C. Residents can turn it on or off during the appropriate season.

Room Condition Report (RCR)

Residents will receive an email when the RCR is available on their Housing Portal. The report is 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. Residents must take the time necessary to ensure that the room condition report is accurate before signing. Upon moving out of the room an inspection of the resident's room will be done by a staff member and the resident. Students will be held responsible for any damages not found on the initial room condition report and will be billed for these damages.

Window Screens

Red-tag security screens are located in the windows on the first floor of each residential college. Window screens in these areas are to be secured at all times. Residents rooms that have their screens open can be entered will be billed if not reported. Residents are responsible for reporting open screens so that they may be secured.

Dining Services

Resident Meal Plans

CSULB Residential Dining Services offers a quality and diverse food service program designed to meet resident's dietary needs. Residents are required to purchase a meal plan when they enter into a contract with housing. All meal plans are not transferable, and any unused meals are not refundable.

Guest Rates

Family, friends, and all other guests are welcome to enter any Dining Halls by paying the guest rate at the door. Each resident is also given three (3) free guest meal swipes per semester in which they can bring in guests. The resident must be present to swipe in their guest for entry. In consideration of the dining hall access for all residents, a maximum of four (4) guest meals may be purchased during any one meal period.

Special Dietary Needs

We have an allergen identification program on our menu boards to assist our residents in making their food selection.

Any residents with special or restrictive dietary needs are encouraged to speak with the Residential Dining Managers or the Residential Dining Dietitian.

Sick Trays

Sick trays can be ordered for residents who are not feeling well and unable to attend a meal period. You must obtain a sick tray request form from the Service Center and submit the form with the resident's ID card to the Dining Manager on duty. When doing so, the dining hall manager will ask that you mark the selections provided and allow 30 minutes for the dining hall kitchen team to prepare your sick tray. The sick tray selection is designed for residents who are not feeling well; therefore, regular menu options will not be provided.

Dining Hall Entry

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

Green Beach To Go Program

Tokens are provided to each resident at the beginning of the fall semester. The tokens are used to redeem Green Beach To-go containers and cups. They are the only containers that are available to take to-go meals. Soiled boxes and cups can be exchanged for a clean set when entering the dining hall. There is a charge to replace lost boxes and cups.

Dining Policies

To ensure resident's health and safety, the University asks that the following Dining Hall policies and procedures be followed.

Dining Hall Entry

- All residents must have their CSULB ID card present to be swiped by the dining hall checker to verify your meal plan in order to receive dining hall access. All CSULB ID cards must have a clear visible picture of the resident on the card to gain access.
- Allowing another person to use your Campus ID card to enter the dining hall is not permitted. Your Campus ID card may be confiscated by the dining hall staff until the original owner comes to claim the card.
- Residents are to swipe or pay each time they are to enter the dining hall even if they are not going to eat.
- Lost or Damaged Campus ID Card: If you have lost your Campus ID card or your Campus ID card is damaged to the point that the dining hall checker cannot verify your meal plan, you must get a replacement in order to obtain access to the dining halls. The ID card service office is located inside the University Bookstore. You may contact the ID card service office (562) 985-7388 if you have any additional questions.
 - In the event the campus ID card service office is closed, you will need to obtain a Dining Hall Authorization form from the Service Center. The Service Center will verify if the student is a resident of the halls (another form of photo identification will be required). The authorization form will allow the resident to temporarily access the dining hall for meals until the campus ID card service office is open (e.g.: weekends).
 - Each resident is given three (3) occurrences in a semester in which to gain entry into the dining hall without a valid CSULB campus ID by using the Dining Hall Authorization

form. After a resident has exhausted all three occurrences, that resident will not be allowed to access the dining hall until they can provide a valid working campus ID card. If a resident cannot provide a valid working campus ID card, that resident may purchase a meal by paying guest rate at the door. If the resident does not want to purchase a meal, the dining hall will provide a sack meal for the resident.

Attire

Shoes, shirt and pants must be worn at all times inside the Dining halls. Bathing suits are also not allowed in the dining halls. All residents and guests must be dressed appropriately for a dining establishment.

Bags

No bags, large purses or backpacks are permitted in the dining halls. Do not leave any valuables in the dining hall cubbies/lockers. The Dining halls are not responsible for any lost or stolen items.

Animals

Only Service Animals are allowed inside the dining halls. Emotional Support Animals are not allowed inside the dining halls.

Food Service

- Residents are not permitted to bring their own food, mugs, cups, sport bottles, containers and outside food into the dining halls due to sanitary and health reasons.
- Please take a clean plate every time you get your food.
- Residents are not allowed behind the sneeze guard areas.
- Please use tongs to pick up your food where indicated.
- Please be mindful of using the specific indicated serving utensil when getting your food to prevent cross contamination. We have many residents with food allergies.
- Residents are to buss their own plates, cups, utensils to the dish return station before leaving the dining hall. We ask that you dispose of the trash in the marked trash and compost receptacles.
- Residents are not permitted to take food out of the dining hall. All food must be consumed inside the dining halls. If you are not able to dine in the dining halls, you may take a sack lunch to-go or participate in the Green Beach to-go program.

Dining Procedures

- Common courtesy to the food service staff when dining in the dining hall is appreciated.
- This is an "All you care to eat" meal program and we ask you to be mindful of waste. You are welcome to eat as much as you like with the exception of Steak night.
- The dining hall menus are posted online for each semester. Some menu items may be subject to change.
- Dining Hall hours are also posted online. Residents may choose any of the three dining halls to dine at for any meal period throughout the week. See posted signage for any closures during holidays.

Student Conduct

Title 5, Article 2, Section 41301, Standards for Student Conduct governs student conduct process including the sanctioning process at all California State University campuses, including California State University, Long Beach. The full text of the standards are available [here](#).

In addition to University's Standards for Student Conduct, there are Housing policies and procedures that apply to residents, non-resident CSULB students, and guest while on the grounds of Housing property. These HRL policies are outlined in the next section. Residents are responsible for the behavior of their guest, regardless of their student status, and will be held accountable for such.

Philosophy

The philosophy of the Student Conduct Program is to have an intentional IMPACT on the behavioral development of our constituents. Our purpose is to foster a holistic student development experience that educates the residential community on ethical development, critical reflection, accountability, and decision-making.

The Student Conduct process proactively integrates student learning, student and community development theories, and restorative practices in order to encourage transformation in the mindset of the residents that will influence student behavior and contribute to student success.

Conduct Process

When a violation is believed to have occurred, it is documented in an incident report to be reviewed by the Assistant Director of Student Conduct. Incident reports are not disciplinary actions in and of themselves; rather they are a way to document any alleged policy violations, emergencies, or other unusual occurrences in and around the residence hall. Incident reports that contain an alleged policy violation can be handled in a variety of ways depending on the type and severity of the incident. It may result in a conversation with the Residential Assistant, Residential Coordinator, Area Coordinator, Assistant Director, University Police, or a referral to the Office of Student Conduct and Ethical Development.

Students who are identified in an incident report regarding an alleged policy violation will be sent an email to their University email with details about attending a conduct meeting to discuss the incident report. The conduct meeting is an opportunity for the resident to review the alleged violation and present their accounts of the incident. The assigned conduct team member will weigh the evidence and determine accountability. In the housing conduct process, there needs to be 51 percent or more likelihood that a resident is responsible in order to be held accountable for an alleged violation.

Students will be given due process when charged with a violation. However, students may be required to temporarily move to another room, hall, or building until the student conduct process or roommate conflicts have been resolved.

If the resident is found responsible for violating a housing policy, one of the following sanction(s) will be imposed:

- a. Educational Sanction(s)
- b. Fine
- c. Housing Probation
- d. Housing Relocation
- e. Loss of Privileges
- f. Request to Vacate

- g. Recontract Denied
- h. Referral to Office of the Dean of Students and Director of Student Conduct and Ethical Development
- i. Restitution
- j. Warning

Sanctions vary depending on the severity of the violation and conduct history of the resident.

If the resident is found not responsible for violating a housing policy, a warning is imposed and a thorough overview of housing policy is discussed with resident to prevent behavior that will constitute a future conduct referral.

If the resident does not agree with the decision during the conduct meeting, the resident has the right to appeal the decision. The appeal process is discussed below.

Resident Appeals

Resident may submit a written appeal within ten (10) working days from the date of the outcome. The appeal process exists to review the outcome and conclude on the suitability of the sanction. Residents appealing their decision must have a clearly articulated rationale that goes beyond not liking the sanction(s) imposed.

The appeal must specify one or more of the following reasons:

- That the sanction(s) imposed is not suitable for the violation.
- That procedural errors occurred during the conduct disciplinary process.
- That new or relevant information is available that would affect the decision.

The process by which to submit an appeal will be included in the outcome letter. Following a thorough review, the designated conduct appeals person(s) may uphold the initial decision, modify the sanction(s), or dismiss the sanction(s). The decision of the appeal is final. An appeal can only be heard once.

The Assistant Director of Conduct will email a written notice of the appeal decision within ten (10) working days after decision.

Policies & Procedures

All residents are to adhere to University and HRL policies and procedures including CSULB Campus Regulations and Standards for Student Conduct.

Housing & Residential Life Policies

Alcohol

Housing and Residential Life (HRL) at California State University, Long Beach adheres to all federal, state, and local laws regarding the sale, possession, and consumption of alcoholic beverages. HRL policies and procedures are intended to foster a culture of care and accountability that is conducive to individual choice concerning the responsible consumption of alcohol. The misuse or abuse of alcohol, therefore, does not in any way limit the responsibility of residents for the consequence of their behavior.

Residents and/or guest under 21 years of age possession, consumption, transportation, and/or collection of alcohol is prohibited in and around the residence halls. Residents and/or guest 21 years of age or older may consume alcohol in the privacy of their own room with their door closed.

Resident(s) with a roommate, present or not present, under 21 years of age may not possess, consume, serve, sell, or store alcoholic beverages in their room.

The following policies apply to possession, consumption, transportation, and collection of alcohol:

- Resident(s) 21 years of age or older under no circumstance may possess, consume, serve, sell, or transport alcoholic beverage(s) in the presence of a resident and/or guest who is under 21 years of age.
- Consumption or possession of alcoholic beverage(s) in open containers is prohibited in public area(s) in or around the residence halls.
- Possession of more than twelve 12-ounce containers of beer or two 750 milliliters bottles of wine in any one room constitutes a level of alcohol that promotes excessive alcohol consumption that can lead to community disruption and is, therefore, not permitted.
- Possession, consumption, transportation, or collection of alcohol with an alcohol content 12% per volume or more is prohibited.
- Beer kegs, punch bowls, other bulk alcohol containers, and devices that are created for the rapid consumption of alcohol (“beer bongs”) are prohibited in the residence halls.
- Drinking games or simulated drinking games are prohibited. This includes but not limited to, beer pong, flip cups, king’s cup, quarters, drunk Jenga, and other variants.
- Drinking from a multi-volume container is prohibited.
- Possession of alcohol paraphernalia or items used for drinking games or other activities that encourage the excessive or rapid consumption of alcohol is prohibited in the residence halls examples include, but are not limited to, beer pong tables, beer bongs, shot glasses, Solo cups, and flasks.
- Transport of alcoholic beverage(s) by resident(s) 21 years of age and older to and from their room is permitted only under the following restrictions:
 - Alcoholic beverage must be in original container;
 - Alcoholic beverage manufacture seal must remain intact;
 - Alcoholic beverage must be transported in an opaque bag. Coolers are prohibited.
- The manufacture or sale of any type of alcoholic beverages by any method is prohibited.
- Consumption, possession, transportation, and collection of alcohol is not allowed during fall, winter, and spring break.
- A guest may consume alcohol in a resident’s own room with the door closed and under the following restrictions:
 - Guest(s) is 21 years of age or older

- Guest(s) is visiting a resident that is 21 years of age or older
- Guest(s) understand that HRL staff reserve the right to ask for identification and ask the guest(s) to leave the premises.
- Residents are responsible for the behavior of their guest(s).
- Social gatherings, where alcohol is present, are allowed provided all guests are 21 years of age or older and attendance at the gathering does not exceed two (2) guests per resident of the room. Please reference HRL Guest Policy. Hosting of multiple room gatherings where the consumption of alcoholic beverages takes place and where people move from one room to another is prohibited. This stipulation applies even if all rooms involved are within allowable guest limits. Hosting parties is prohibited.
- Resident(s) are not permitted to possess/decorate their rooms with empty alcohol containers and/or paraphernalia.
- Public intoxication is prohibited in or around the residence halls.
- Inability to care for oneself while under the influence is a violation of the policy.
- Deliveries from liquor stores or online merchants are prohibited.

Residential Hall staff will escort a resident(s) to dispose of alcohol confiscated in connection with alcohol policy violation.

Business Enterprises

Residents may not carry on any organized business for remunerative purposes from their room.

Biohazards

The inappropriate and/or intentional discharge of a biohazard, such as urine, fecal matter or other bodily fluid, is a significant health concern that is strictly prohibited on campus. Bodily fluid cleanup must be immediately addressed, as it is a public health issue. Person(s) must not intentionally discharge a bodily fluid into or on a surface that was not meant for that purpose, such as a floor

Chalking

Chalking is prohibited on the housing complex grounds and on all buildings.

Cleanliness of Rooms, Restrooms, and Common Areas

All residents are responsible for the cleanliness of their individual bedrooms, which includes prompt trash removal to the appropriate locations. Residents are collectively responsible for the cleanliness of their common area and bathrooms. Failure to maintain cleanliness may result in the assessment of a cleaning fee. In the case of an insect or rodent infestation due to resident neglect, resident(s) may be charged for pest control service (see "Bugs, Rodents, and other Pests").

Complicity

Resident(s) and/or non-resident CSULB student(s) present for and aware of violations of the Standards for Student Conduct or housing policies may be considered involved in the activity.

If you are ever in the presence of a policy violation, you have choices:

- you may attempt to stop the violation,
- you may contact residence hall staff or other appropriate University personnel, or
- you may remove yourself from the situation.

All residents living in the residential community have the responsibility to inform a Residential Life staff member to get assistance if a violation of policy comes to their attention.

Computer Usage

Residents may not use computing resources for any illegal, proscribed act and/or commercial purposes. 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.

Residents are not permitted to operate a personal wired or wireless router or any device that interferes with the campus wired or wireless infrastructure. Such signals compete and conflict with the wireless signal.

Wireless access points are located throughout the residence halls and suites in common areas as well as rooms. Tampering or removal of any wireless access point is prohibited.

Cruelty to Animals

Under California Penal Code §§ 286.5; 596 - 600.5, cruelty to animals in any form is an offense punishable by imprisonment, fine, or both. Cruelty directed toward animals if witnessed, should be immediately reported to a Residence Life staff member or the local police.

Damage in Common Areas

The person directly responsible for damages to a common area or common room furniture is expected to acknowledge responsibility for the damages to avoid having some or all the occupants of a building charged proportionally for repairs of such damage. In the case of negligent or intentional damage, the person(s) responsible may be held responsible for restitution and participate in a student conduct process. If corridors and/or other common spaces are damaged, the occupants of student rooms in the damaged section may be charged for the damage.

Damage to Rooms or Furnishings

Any damage to a residence hall room or its furnishings will be charged to the occupants of the room. All residence hall rooms are inventoried prior to the opening of the hall and again following the closing of the residence hall. Damages, missing furniture, and policy violations are noted, and the occupants of the room are billed accordingly.

Dartboards

Hard point dartboards are prohibited in the halls due to the damage darts cause and the potential risk to others. Magnetic or plastic point dartboards can be installed; however, they must not be near a doorway where someone entering a room could be struck by a dart.

Disruptive Behavior

Willful, material, and substantial disruption or obstruction of residence hall operations or activities is prohibited. This includes behavior that is disorderly, lewd, indecent, or obscene.

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 yourself and/or hallucinogenic substances (including but not limited to salvia and legal hallucinogenic mushrooms) is prohibited.

Cannabis and all related products

The use, possession, or sale of cannabis and any THC derivatives are prohibited at CSULB.

Under the federal law -- which supersedes state law -- marijuana is still illegal. The campus is held to two federal laws, the Drug-Free Schools and Community Act, and the

Drug-Free Workplace Act. These laws say that in order to receive any federal funding (work-study, financial aid, and federal research grants), the university must prohibit all illegal drugs. As for medical marijuana, the Drug-Free Schools and Community Act, and the Drug-Free Workplace Act do not distinguish medical and non-medical use.

Paraphernalia

Possession of drug paraphernalia is not allowed in or around the Housing complexes or dining halls. Paraphernalia includes any item fashioned for the purpose of facilitating drug use (pipes, bongs, vaporizers, grinders, baggies, scales, etc.). Additionally, possession or use of items that conceal or disguise drug use is prohibited.

Intoxication

Public intoxication is prohibited in or around the residence halls. Inability to care for oneself while under the influence is a violation of the policy.

Furthermore, University Housing Services staff may investigate for a possible drug policy violation based on reasonable evidence. Evidence of drug use can include, but is not limited to, smell, smoke, seeds, residue, presence of odor, fans, towels near or under doors, open windows, attempts to mask scents, residue, bongs, pipes, clips, plant cultivation, etc.

Exterior Doors

The exterior doors of each hall are locked 24 hours a day, 7 days a week for the safety and welfare of residents and their belongings. (Note: Los Cerritos is unlocked from 8:00 AM – 7:00 PM Monday – Friday.) Propping doors is prohibited. Allowing someone to “tailgate” as you enter the building is discouraged.

Empty Bed Spaces

If at any time a resident is living in a room/suite without a roommate/suitemate, they are responsible for keeping belongings out of the empty space and may not utilize that vacant space in any way. This policy exists because an incoming resident may be assigned and/or moved into an empty space at any time throughout the semester. This resident has the right to move in without prior notice and therefore no belongings may be stored in or under additional furniture or closets, and the bed may not be used for storage or for hosting guests. Students with a vacant bed space may be asked to move to another room by Housing & Residential Life. Failure to move may result in being charged a single room rental rate and improper check out fees in addition to disciplinary actions.

Failure to Comply

Students are required to comply with directions of University personnel (such as Resident Assistants, Residential Coordinators, Area Coordinators, Assistant Directors, University Police, etc.) while in the performance of their duties. Resisting or interfering with University personnel while in the performance of their duties is prohibited. Students must provide identification to University personnel upon request.

Fire and Life Safety

All students share responsibility for the health and safety conditions of their hall. To keep halls safe, students must keep the following policies in mind:

Appliances

To meet fire, health and safety requirements, the University must discourage the proliferation of electrical appliances in student rooms.

- All appliances with open heating coils are prohibited. This includes, but is not limited to: hot plates, hot oil fryers, rice cookers, popcorn makers, personal space heaters, sun lamps,

“George Foreman” style electric grills, toasters, toaster ovens, crock pots, air poppers, or other appliances with open heating coils.

- Where micro-fridges are provided, no resident may bring an additional microwave or refrigerator of any size. Special permission to bring an additional mini-fridge for medical purposes must be requested and approved in advance.
- High-wattage appliances are prohibited. This includes, but is not limited to: broilers, rotisseries, ceiling fans, skillets, dimmer switches, tabletop grills, bread makers, ceiling fans, window or portable air conditioners, or halogen lamps (such as lava lamps).
- Black lights are prohibited in University fixtures.
- Extension Cords are prohibited. Non-breaker, multi-outlet devices such as adapters, cubes, etc. are prohibited.
 - UL Approved power strips may not be “daisy chained” (two or more connected cords/strips).
 - There may be one power strip maximum per outlet.
 - Only UL Approved, 15 amp, surge-protected power strips with built-in fuses may be used to extend appliance cords to electrical outlets, or to plug in multiple devices to one outlet.
 - Electrical cords must not be routed unsafely (under carpets, in pathways, through doorways, taped down, etc.). Spliced, taped or frayed cords must not be used. Electrical wiring which is homemade or otherwise modified is prohibited.

The following appliances are permitted: fully enclosed coffee makers with internal heating devices, electric kettles with a UL certificate, and blenders with an automatic shutoff. Only compact fluorescent bulbs may be used in residence hall lighting fixtures.

Candles and Open-flames

Open flames for any reason are prohibited in the residence halls. Candles and incense are prohibited in the residence halls, whether lit or unlit. Warmers for wax, oils, or candles are prohibited.

Candles and incense for religious practices and birthday parties must be approved in advance by an Area Coordinator or Assistant Director of Residential Life.

Construction

Students may not construct partitions, modify furniture, subdivide their rooms, construct additions that increase fire loads, or install or modify electrical wiring. Only bunk beds provided by the University are permissible. Any modification or lofting of a resident’s bed that is not designed to be raised is strictly prohibited (e.g. residents are prohibited from raising beds with cinder masonry blocks, chain link fence poles, lumber of any sort, etc.). Platforms or structures at any level constituting additional floor surfaces are prohibited. Each of these modifications increases the risk of fire or personal injury accidents.

Residents may not attach locks, latches, slide bolts, hooks and eyes, chains, or similar devices (for interior or exterior doors) beyond what is provided by University Housing.

Closing the partition in the Beachside Multi-purpose Room requires a residential life staff member; residents are not permitted to move the partition.

Decorations

- All decorations are limited to the room area; the suite and hallway are not to be decorated.
- All decorations must be noncombustible or factory-treated with flame retardant. The following are prohibited as interior finish to any residence hall room: wallpaper, combustible fabrics such as tapestries, burlap, paper, cork, plywood paneling, plywood sheets, decorative wood shingles, particleboard, hardboard, paperboards, and any other

flame and smoke propagating materials.

- Carpeting is not permitted on the walls or ceilings. Ceilings shall not be draped with any fabric, netting, or paper products.
- No decorations can be put on the floors that may be a trip hazard in an emergency or otherwise.
- Electrical cords cannot run through doorways, windows, or fire doors. Twinkle lights are permitted in the rooms only, not in the suite area.
- Nothing may impede or hinder occupants' access to exits, including obstructing the view of an exit sign or exit doorway.
- Only artificial, flame retardant wreaths and trees may be used in residence halls. Natural evergreen branches or trees are not permitted inside residence halls.
- Students are prohibited from displaying banners, flags or other window decorations visible from the outside of the building. This includes drawing, painting, or writing on windows except as expressly permitted.
- Residents may decorate their rooms (within this and other policy guidelines); however, decoration and posting in the residence halls is only permitted by residential life staff, except when permitted. This includes the suite walls.
- Residence hall room and suite doors may be decorated (not knobs, just the door surface), but the decorations must not cover more than an 8.5" x 11" area.

Failure to Evacuate

Students must evacuate in a timely manner when a fire alarm sounds. This includes during evacuation drills, which are held semesterly. It is a resident's responsibility to familiarize him or herself with evacuation routes and protocols. Emergency procedure protocols are posted in each resident's room.

Fire Doors, Escapes, and Exits

All means of egress and components must be properly maintained at all times, in accordance with the requirements of the State Building and Fire Prevention Regulations. Means of egress shall include but are not limited to, corridors, doorways, fire escapes, stairwells and exterior sidewalks that lead to parking lots or streets. For this reason, storage is not permitted in corridors or stairwells.

No bed structure or other furniture can block the use of the connecting room doors. A clear passage or direct access to the center room for exiting is required. All corridors in every room (including suites) shall be maintained for easy exit.

Fireworks, Explosives, Chemicals

No fireworks or explosives of any type are permitted in the residence halls. Storing or discharging firecrackers, rockets, cherry bombs, or any other incendiary device in or around the residence hall complex is prohibited.

Chemicals, other than over-the counter cleaning agents and similar types of retail items, are likewise prohibited. This includes any fuels or similar type of combustibles. Prohibited items include, but are not limited to, the following:

- Lighter fluid
- Spray paints
- Charcoal or hookah coals
- Laboratory chemicals
- Gun powder
- Grills
- Gasoline, kerosene, or propane, or any other type of liquid gas tanks

- Any substances that can be combined to form combustible and/or chemical agents. In addition, residents must keep their rooms clear of clutter that poses a fire danger such as large quantities of paper, rags, or trash.

Tampering with Fire Alarms and Emergency Systems

Residents are strictly prohibited from tampering with any equipment related to emergency systems and the fire alarm system (pull stations, extinguishers, hoses, smoke detectors, sprinklers, emergency exit door alarms, exit signs). Tampering with, removal of, covering, or misuse of fire extinguishers, fire alarms, smoke detectors (including the removal of batteries), emergency evacuation instructions, or unauthorized use of any fire equipment, or door, is a violation of Penal Code 148.4, University, and Housing regulations.

Sprinklers associated with residence hall fire safety systems may not be tampered with, including hanging decorations or other objects from them, or within 18" of a sprinkler head. If a sprinkler is set off accidentally or intentionally, the individual(s) involved will be responsible for all costs associated with clean up and damage and will be subject to disciplinary action.

Furnishings

All resident rooms and common areas in University Housing facilities are furnished. All University furnishings, including beds, must remain assembled and in their designated room at all times. Residents may not lend or swap furniture with other residents or remove furnishings from the property. Common area furniture and equipment may not be removed from the common space (i.e. lounges, lobbies, conference rooms, study lounges, etc.).

All University-owned furniture must remain indoors. Removal of any University furniture outside of the halls will be considered theft.

Any unauthorized modifications to room furnishings must be removed within 24 hours of discovery. Waterbeds and other water-filled furniture are prohibited in all residence halls.

Gambling

Gambling for money is prohibited in the residence halls and at the University. Under California Penal Code Section 330, any percentage game played with cards, dice, or any device, for money or other representative of value, is a misdemeanor.

Indoor Sporting Activities

Sporting activities are not to be conducted in any area within a residence hall. Examples of prohibited activities include, but are not limited to, the following:

- Running
- Bouncing and/or kicking balls and/or hacky sacks
- Throwing objects (including balls, Frisbees, darts, etc.)
- Golf (also prohibited around the outside of the residence halls)
- Water guns (see "Weapons") and water balloons

Laundry Facilities

Laundry facilities are for the use of residents only. Residents may not permit a non-resident to access and utilize the laundry facilities.

Ledges, Roofs, and Walls

The use of ledges and roofs for any purpose - e.g.: sunbathing, barbecuing, hanging or sitting on railings, and the scaling of exterior walls - is prohibited. Windows in rooms with access to roofs have

been modified to prevent access to roofs. Tampering with security measures is prohibited. Throwing objects from ledges, roofs, balconies, windows, etc., is strictly prohibited.

Noise

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 by keeping room doors and windows closed as appropriate. Excessive noise, or any activity which may disturb other residents, is not permitted in the residence halls at any time.

Quiet Hours

Quiet hours are established as 10pm-8am Sunday-Thursday and midnight-8am on Friday and Saturday. This means that students should avoid loud talking or disturbance in or around the residence halls, and radio, TV, and stereos should be set at very low volumes. (The use of headphones is strongly encouraged.)

Consideration Hours

Opposite hours from quiet hours (8am-10pm Sunday-Thursday, and 8am-midnight Fridays and Saturdays are consideration hours.) This means that it is expected that students are considerate of their roommate, neighbors, and hall mates. Loud stereos, shouting or other similar activities are prohibited. If a student requests of another to turn down music or to quiet any activity, it is expected that the student that has that requested of them be considerate and compliant. Refusal to adjust noise is considered disrespectful of the entire community and will elevate the response of residential life staff.

24 Hour Quiet Hours

Prior to final exams, 24-hour quiet hours are in effect and no organized activities will be scheduled. The building should be quiet for these high-stress times.

Amplified Sound

Any outside sound which interferes with others right to study or sleep is prohibited. Outside music/noise must be kept to levels that do not interfere with these rights. Directing or playing stereo speakers outside a residence hall window is prohibited. Heavy bass from subwoofers is disruptive to the community and therefore is prohibited.

Instruments

Ear/headphones are encouraged to be used when playing electrical instruments and utilizing music production software in a residence room. 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 are not in conflict with quiet hours policy. The Music Department has excellent areas designed specifically for the practice of musical instruments and should be utilized.

Responsibility for the observance of quiet hours and consideration hours rests with everyone living in the halls. Any time noise is bothering you, it is best to politely and clearly discuss it with the responsible person or persons. If your initial effort fails, your RA or an SA can join you in a second attempt. Most people are considerate once they understand the problem.

Noxious Odor

A noxious odor is ANY aroma of such intensity that it becomes apparent and/or offensive to others. Any odor can become noxious or offensive when it is too strong. Some examples are cigarette, cigar, or pipe smoke; cannabis or cannabis smoke (see “Drugs” policy); incense (see “Candles and Open Flames” policy); perfume; air freshening spray; animals (see “Pets and Animals” policy); excessive body odor or poor hygiene; excessive dirty laundry; excessive trash or unclean living environment.

Painting

Painting is strictly prohibited. Residents may not apply paint or permanent markings to residence hall rooms or public space.

Personal Property

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

Pets and Animals

Due to the need for pest control, the potential for disruption, and safety and medical reasons, animals other than non-harmful fish in an aquarium (less than 30 gallons) are not permitted in any Housing facility for any length of time. Fish must be kept in a clean, odor free and well-maintained aquarium. Aquariums are limited to a maximum of 10 gallons. Each resident is allowed one aquarium. Residents should be mindful of break periods and planned and unforeseen electrical outages which will shut down aquarium pumps and equipment.

Guests and visitors may not bring pet animals into the residence halls.

Additional cleaning and/or pest control resulting from unauthorized pets or unkempt aquariums will be charged to the resident.

This policy does not apply to service and assistance animals approved (by both BMAC and HRL) as a reasonable accommodation for people with disabilities. Approval must be received prior to the animal entering facility. For information on accommodation, please contact the Housing and Residential Life office.

Pranks

Pranking or playing a practical joke on another person can lead to injury, inappropriate behavior, or acts of retaliation that can be detrimental to the residence hall community.

Satellite Dishes and Antennae

Satellite dishes and antennae are not permitted and will be removed by Facilities. Charges for removal will be incurred by the student.

Smoking and tobacco products

Smoking, the use or sale of tobacco products, and the use of designated smoking areas are prohibited on all California State University properties. Smoking is prohibited inside all buildings within the housing complex. Smoking is defined as inhaling, exhaling, burning or carrying a lighted cigarette, cigar, pipe, or other smoking apparatus. Electronic cigarette use or vaping is also prohibited on campus. Hookahs, either fully or partially assembled, are prohibited in student rooms. Heating of hookah coals is prohibited within residence halls.

Solicitation

Door to door solicitation both commercial and noncommercial is strictly prohibited. Sliding ads/fliers

under doors or using door hangers is strictly prohibited. Vendors are prohibited from selling, soliciting, or making deliveries in University residences. Students may sell in the residences only with the prior written permission of the Executive Director of Housing and Residential Life. For their own protection, students are urged to insist upon seeing the vending permits of anyone selling in the residences and to report selling by non-students at once to a member of Hall Staff or the University Police.

Threatening Behavior

Conduct that threatens or endangers the health or safety of any person within or related to the residence hall community, including fighting, physical assault or abuse, threats, intimidation, harassment, or sexual misconduct is prohibited.

Trash

Residents are responsible for the regular and proper disposal of personal trash. Dumpsters are located in the back of each hall. Plastic liners are available for room trash cans at the hall front desk. Personal trash bags should not be placed in bathroom or laundry room trash receptacles, or in any indoor/outdoor common areas. Trash areas with multiple large trash bins are located outside each residential hall for emptying individual wastebaskets from the room.

Vandalism

Vandalism to any Residence Life or University building, machinery, property, or signage (including bulletin boards, fliers, posters and signs) is prohibited. Violations of this policy will result in individual or shared billing and/or conduct referral.

Visitation and Guests

Invited guests are permitted to visit residents in their rooms at times mutually acceptable to all roommates. The following policies apply:

- Guests must not be left unattended in student rooms.
- Guests must not be given a key card or room key.
- Guests should be escorted by a resident of that building at all times. The following procedures are required: (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.
- Guests must use public restrooms.
- For fire safety, the maximum capacity of a room is as follows:
 - Single rooms: 3 people total
 - Double and triple rooms: 6 people total
- Overnight guests may stay no longer than two (2) nights per month. (Guests in the halls anytime between 2am-8am are considered overnight guests.)
 - Permission of the resident's roommate must be obtained (written permission is highly recommended).
 - Roommate agreements always supersede a resident's right to host guests; issues or concerns should be worked out between roommates.
- Cohabitation is not allowed in the residence halls. Cohabitation is defined as a person using a residence hall room as if that person were living in the room, but not actually being assigned as a resident of that room. Examples of this may include, but are not limited to, keeping clothing and other personal belongings in the room, sleeping overnight in the room on a regular basis, and using the bathroom and shower facilities as if they lived in that room. Violating a roommate's right of entry into their room, or hindering a roommate's ability to study and/or sleep within their room because of a guest's continual presence, is considered a violation of this rule.

- Residents are responsible for the behavior of their guests.
- Guests are not permitted over break periods. (During a break, a “guest” is considered any person who has not paid the break housing fee and signed the break period license agreement.)
- Guests who are involved in an incident or are creating a disturbance in the residence hall community will be asked to leave the hall/area.

Weapons

Real and/or simulated weapons or related accessories are NOT permitted in or around the residence halls. This policy applies to

- Firearms,
- Knives and swords,
- 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 (or other electroshock weapons),
- electronic stun devices,
- slingshots,
- archery equipment,
- martial arts devices,
- inoperable weapons,
- toy guns or weapons,
- sheath knives,
- “buckskin” knives,
- any dirk, dagger, sword, ice pick, unguarded razors, folding knives, 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.

Residents found in violation of this policy are subject to removal from the residence halls.

Wheeled Transportation

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.
- Outdoors, bicycles must only be secured to bicycle racks. Bicycles will be removed if secured to anything other than the bike racks provided.
- Riding bicycles or attempting bicycle repairs and maintenance in the buildings is 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.
- During Winter and Spring Breaks only, 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. Please remove any excess dirt or mud from the bike before bringing it into the building.

Coasting Devices

The use of coasting devices (roller skates, rollerblades, scooters, skateboards, etc.) 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; csulb.edu/police/skateboard-policy

Hoverboards/Electronic Skateboards

The use, possession, and storage of hoverboards are prohibited in the housing complex (all residence halls, Dining Commons, and housing complex grounds). This includes similar motorized devices that use lithium ion battery packs.

Mopeds, Motorcycles, and Motor Vehicles

Parking permits are required for all motorcycles and mopeds. Motorcycles and mopeds should be parked only in designated areas in the parking lots. 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.

Maintenance work on motor vehicles is prohibited inside the residence halls.

Window Screens

Throwing, dropping, or allowing any object or person(s) to pass through a window constitutes a safety hazard and is prohibited. Window screens are provided for health and safety and should not be removed. Damaged and missing room screens will be repaired and replaced at resident's expense. Security window screens are located on each of the ground level rooms. If the security tag is broken on these rooms, residents will be charged for the tags to be replaced. Climbing in and out of windows is also prohibited.

Unauthorized Access

Entering a resident's room without the express permission and presence of the resident who resides in that room is prohibited. This includes, but is not limited to, borrowing another resident's key to access their room, forcing a door open, or entering a room through a window or bathroom. Residents are also not permitted to enter spaces to which they do not have access, such as offices, etc.

Unauthorized Recording

California's wiretapping law is a "two-party consent" law. California makes it a crime to record or eavesdrop on any confidential communication, including a private conversation or telephone call, without the consent of all parties involved in the conversation. See Cal. Penal Code § 632.

Procedures

Abandoned Property

After a resident has moved out, an item is considered abandoned if it is left behind. Per the License Agreement, HRL may retain or dispose of the property as deemed appropriate. Items of value are turned in to the approved University Lost and Found locations. Resident shall not store articles and belongings in the housing facilities during the summer.

Breaks

The License Agreement covers the fall semester up to the start of Winter Break, and the Spring Semester up to the start of Spring Break and resuming at the end of Spring Break through the end of Spring Semester finals. Residents must keep their belongings in their room for Fall Break, Winter Break, and Spring Break. If residents wish to reside on campus for Winter Break and/or Spring Break, they must fill out a Winter Break/Spring Break License Agreement and pay a license fee. Information about license agreements and fees will be sent to CSULB student email as the breaks approach.

Bugs, Rodents, and other Pests

Housing Facilities will utilize environmentally appropriate pest-control practices when possible to remediate any situation. If students wish to report pest-related problems, they should contact the Service Center or the RA on call or submit a work order.

- If a bug, insect, pest or rodent problem is attributed or thought to be attributed to, poor housekeeping practices, the space will be inspected and housing will instruct students on how to appropriately take corrective action to reduce the hazards.
- If more aggressive housekeeping is required or if the timeline for cleanup has not been met by the occupant(s) of the room(s), Office of Environmental Health and Safety will request the response of the Custodial Department, who will rectify the adverse health conditions at the expense of the residence hall or individual(s) responsible.
- Additional information regarding bed bugs is available [here](#).

Check Out

Checking out is required when conducting a room/hall change, upon approval of a request to vacate, or at the end of the License Agreement. Residents must check out for break and the end of the year 24 hours after their last final, unless granted an exception.

Please complete all components below:

- Fill out a Request to Vacate Form. (This form is not needed if a room change has been granted or if checking out at the end of the License Agreement.)
- Thoroughly clean all areas of room and all furniture; vacuum room; remove trash to the dumpsters.
- Defrost and clean refrigerator, unless still being used by a roommate. The last person checking out of a room is responsible to ensure that the refrigerator has been defrosted and cleaned.
- Remove all personal belongings from room, suite, and bathroom areas.
- Lock the windows to the room, close all blinds, and turn off all lights.
- Visit the Service Center during regular business hours complete the checkout only after completing each of the steps above. Be prepared to relinquish access to the room at this time.

Once a resident has checked out of a room in a residence hall, that individual is now considered a guest and no longer a resident of the building (all guests must be escorted by a current resident of the building and follow all of the guest visitation policies, which can be found in this handbook).

In the event a resident does not properly check out of their room at the end of the license period as requested, residence hall staff will dispose of or turn in items based on our "Abandoned Property" policy. Residents who abandon their room will incur charges if there is damage to the premises beyond normal wear and tear. Residents may also be charged for not properly returning mailbox keys.

Emergencies

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, therefore 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.

BeachALERT Emergency Notification System

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 my.csulb.edu. BeachALERT will use the entered home, cellular, and Emergency Text Alert Message information for emergency notification.

Emergency Response and Evacuation

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

Fire Alarms and Drills

Every room has full smoke detection with at least one smoke detector in each room where required. When activated, these devices will sound an alarm locally. All smoke detector alarms will report to the University Police Department.

All residents are required to evacuate a building during a fire alarm. If a fire alarm sounds, doors to rooms should be closed and students should proceed to the closest exit. If smoke hampers a means of egress, persons should seek an alternative route. Fire drills will be conducted during the academic year. Building occupants should not use elevators to evacuate the building. The stairs should be used to evacuate safely.

When outside the building, every resident should proceed to a pre-designated assembly area, at least 50 feet away from the building. (Assembly points are listed at the California State University Long Beach Emergency Preparedness website.) Residents should not stand in front of or near the entrances to the building, obstructing firefighters' access to the building. Residents must not re-enter the building until the fire alarm has been silenced and University Police Department has indicated that it is safe to reoccupy.

If you think you might need specialized assistance in recognizing an alarm (i.e. a visual alarm device) or help during an evacuation (i.e. specialized evacuation equipment or alternative egress route planning) due to a medical condition or disability, you may contact your Residential Coordinator to arrange for an evaluation. Self-identification is voluntary. All such requests and any special arrangements made will only be disclosed to Public Safety

and individuals who have a responsibility to assist under the plan.

Health and Safety

All students share responsibility for the health and safety conditions of their hall. To keep halls safe, students must keep the following facts in mind:

- Know the fire exit routes from the residence hall.
- Corridors and stairwells in residence halls have the following life safety equipment: emergency lighting, exit signs, fire extinguishers, fire alarms and smoke detectors.
- Burned-out light bulbs in corridors will be replaced by Maintenance Technicians. Students should not replace any light bulb, as oversized bulbs can overload the circuits and create a fire hazard.
- Combustible materials should not be placed against or left in contact with radiators, heating units, light bulbs or lighting fixtures, or any other electrical items.
- Lamps should never be placed near curtains, bedding, posters or pictures.
- Bed structures may not render windows unusable for emergency access or for air circulation. Bed structures may not block access to heating or ventilating units, plumbing, lighting fixtures, and thermostats.
- Fire safety equipment may not be tampered or interfered with for any reason. Automatic sprinkler heads must be kept clear of all obstruction.

Good Samaritan

Housing and Residential Life may offer amnesty for minor conduct violations to (1) a resident who may have committed a minor violation at the time of a more serious incident or (2) a resident who offers help to those who need medical assistance. If amnesty is offered, educational options may be explored, but no conduct actions or record will result.

Health and Safety Inspections

Housing staff will conduct bedroom, bathroom and common area inspections to ensure the safety and sanitation of each room. Inspections will be announced ahead of time and will occur between the hours of 10:00 a.m. and 10:00 p.m. on the scheduled days. It is not necessary for residents to be present during the inspection. Residents in rooms designated “unacceptable” after the inspection will have 48 hours to clean the space or correct the violation. Failure to comply may result in a conduct referral. If a Code of Conduct or University Housing Services policy violation is found during the inspection, it may result in a conduct referral.

Keys

When you check in to your room, your mailbox key will be issued and your campus ID card will be encoded. If you lose your mailbox key, obtain a replacement at the Main Housing Office (or at the Beachside Service Center for Beachside residents). The mailbox key replacement charge is \$50. Lost ID/key cards should be replaced as soon as possible. New ID 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. Residents will be charged a \$10.00 fee for each lockout after their 2nd lockout during each semester.

Medical

The facilities of the Student Health Center are for your benefit. If you become ill, go to the Student Health Center. The center is open from 8am-5pm on Monday, Tuesday, Thursday, and Friday and on Wednesday from 9am-5pm. In case of after-hours illness, see your Resident Assistant, any residential life staff member, or dial 911.

Personal Property Insurance

The University and the Office of Housing do not carry insurance on student belongings and, therefore, accept no responsibility for theft, loss, or damage, etc. Therefore, the University strongly recommends that the resident obtain additional coverage, such as a renter's insurance policy. Homeowners insurance may cover property outside of the home, which means that you should consult your policy to determine if you are covered.

Policy Governance

The three Residential Colleges are governed by the laws of the State of California and the policies and procedures of the University and University Housing. All residents share the responsibility for the living environment and it is important to read and understand the material in this handbook, as well as the Terms and Conditions on your Housing application and License Agreement, as well as any Addenda to the License Agreement. University Housing adheres to the CSULB University policy regarding standards for student conduct. Housing and Residential Life reserves the right to change any of the policies at any time and will notify residents of any such changes via communications through their campus mailbox, campus email, and/or building postings.

Privacy and Security

Residents should take the following precautions concerning the protection of their property in the residence halls:

- When leaving a room, always lock the door and take your key card. If an ID card is lost, replace and re-encode immediately.
- Report any broken or faulty locks to staff immediately.
- Never prop interior or exterior doors open.
- Do not leave laundry unattended in washing machines and dryers.
- Avoid bringing large amounts of cash or valuables to campus.
- Keep cash and valuables secure.
- Close and lock windows when rooms are unoccupied, especially first-floor rooms.
- Keep an inventory of property and when appropriate, keep a list of serial numbers and manufacturers. Residents should consider engraving their name or ID number onto the equipment.
- Keep valuables out of sign by closing blinds and storing items away from windows.
- Never leave a note on your door, or on social media sites sharing that you are out of town.
- Report any unfamiliar persons or individuals immediately to staff.
- Residents should never admit anyone into the buildings who they do not know for certain is a resident or a member of the University staff. Never make assumptions about strangers' identities or credentials.
- If you feel you are victim of a crime, report immediately to UPD and inform residence hall staff.
- Bicycles should be secured on bicycle racks at all times. In addition to heavy duty bicycle locks, students can register their bicycles at the USU Police Substation, Monday - Thursday, 6:30 - 9:30pm. Appointments can be scheduled outside those times if needed by emailing crimeprev@csulb.edu or k.caires@csulb.edu. Bicycles can also be registered with Long Beach Police Department.

Room Condition Reports

After students move into their residence hall room, they will be asked to fill out a room condition report through the Housing portal. Failure to complete within the timeframe requested will assume that the student agrees to the conditions as stated, and any damages visible at the end of the year will result in charges assessed to the student's account.

Room Changes

University-initiated

The University reserves the right, as stated in the housing license agreement, to make changes in room assignment.

Student-initiated

The residence halls are typically full; therefore, the ability to change rooms halls may be extremely limited. If a resident has an issue or concern with a roommate, they should first try to resolve and then contact their RA for assistance before they request a room change. Only after all efforts for mediation and compromise have been exhausted (revisit roommate agreement, communicate verbally with roommate, address concerns with RA) will a room change request be considered. The resident initiating a roommate concern may not force the other party to relocate

Room change requests within a building are not reviewed until after the first 30 days of the fall semester and after the first 14 days of the spring semester.

Contact the Service Center a room/hall change request. You will be contacted by the Area Coordinator to discuss the room change request and reason for change. A meeting will occur with the Area Coordinator, who will verify that a mediation has taken place (in the event of a roommate conflict). If the request is granted, the Area Coordinator will coordinate with the Housing Office. Once that begins, the request cannot be changed. Requests are honored on a first-come, first-serve basis based on availability. Residents are not able to move back into the old room after the request has been approved.

Making a physical room changes without written permission from the Area Coordinator and HRL is prohibited and may result in an improper check out fee, disciplinary action, and loss of moving privileges. Once the Area Coordinator has notified the resident if the room change has been approved, the move must be completed within 3 days (or before leaving for semester break, whichever comes first). Residents will need to follow the Check Out procedure for their old room.

Room Entry

University Housing reserves the right to enter rooms with notice to conduct necessary maintenance repairs, for emergency responses, and to check upkeep of furniture and equipment. When room entry is necessary, every effort is made to have a resident present. Residents may specify certain normal daytime working hours (8am-5pm) for maintenance work to be performed in their rooms when filling out the Maintenance or IT request forms. University Housing reserves the right to enter rooms to perform health and safety checks once per semester (see "Health and Safety Inspections") and when deemed necessary to ensure the safety and security of residents and their guests.

Roommate Conflict/Mediation

Honesty and open communication help resolve problems before they become serious. The following may assist you in discussing concerns with your roommate.

In Person Communication:

- In any conflict it is generally best to examine yourself first and acknowledge where you may have fault in the relationship. Asking your roommate if there is anything you can do to improve the roommate relationship shows that you are willing to work with the roommate in a spirit of cooperation. Listen first, then talk.
- After acknowledging any faults on your part, it is important to discuss your concerns with the other person in private. While it may be wise to seek counsel before talking to the other

person, talking inappropriately about another person to others can be very destructive to the relationship.

- Suggest positive things you may appreciate about your roommate. People are generally less defensive and more receptive when they know that you care about the relationship.
- Express your thoughts with language that does not immediately put the other person on the defensive. Use, "I" statement. "I" statements sentences that communicate your feelings, thoughts, observations, perceptions, and reactions. When confronting someone, talk in terms of yourself. For example, "I think..." "I feel..." "In my experience...", "I need..." and "I've observed..."
- Be specific in your description of the behavior and the effect it has on you.
- Use your speech and body posture to deescalate a situation. Remaining calm and open will always accomplish more than raising your voice or trying to intimidate.
- Use appropriate non-verbal behaviors. Look the other person in the eye. Speak clearly, without hesitation, and lean toward the listener while still respecting their personal space.
- Focus on the offending behavior involved, not in making judgments about the other person.
- Do not engage in name calling or other behavior which would be disturbing to others. If tempers begin to flare, consider moving the discussion to an alternate location or time.
- State your request clearly. Be honest and direct. Do not explain or apologize unnecessarily.
- Thank the other person for their consideration of the matter and their future cooperation.
- Visit your RA to document any changes to your prior roommate agreements.
- It may be important to remember that you don't have to be best friends with the person you're living with as long as you can effectively communicate with each other.
- Express your concerns early and often, before tension builds to the point where personal communication is strained.

If you are not satisfied with the results of your discussion, consider the other strategies noted below.

Mediation

Mediation is a voluntary way to resolve disputes without giving the decision-making power to someone else. It involves sitting down with the other side in the dispute and a third-party who is neutral and impartial (the mediator). The mediator helps the parties identify the important issues in the dispute and decide how they can resolve it themselves. The mediator doesn't tell each person what to do or make a judgment about who's right and who's wrong. Control over the outcome of the situation stays with the roommates. Your RA, RC, or AC can serve as a mediator. You may also utilize the CSULB Peer Mediation Program or the WAVE process (more information about both at csulb.edu/wave).

Roommates that are threatening, hostile, or who refuse to engage in the mediation process will be moved.

Storage

Limited storage space is available in a residence hall room. Storage space is not available in other places in the building.

Termination of License Agreement

Repeated violation of the Residence Hall Policies may result in cancellation of your housing license agreement and will result in a loss of priority status as a returning resident for the following academic year application process.

Title IX

Title IX of the Education Amendments Act of 1972 (20 U.S.C. § 1681) is an all-encompassing federal law that prohibits discrimination based on the gender of students and employees in educational institutions that receive federal financial assistance. Best known for requiring gender equity in collegiate athletics, Title IX broadly prohibits discrimination on the basis of sex in any education program or activity. Sexual violence is viewed under the law as an extreme form of hostile environment/sexual harassment.

Title IX states, “No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance” (20 U.S.C. § 1681).

California State University, Long Beach, takes pride in its tradition of maintaining a civil and non-violent learning, working, and social environment. Civility and mutual respect toward all members of the University community are intrinsic to the establishment of excellence in teaching and learning.

Reports of sexual harassment and sexual violence may be made directly to the Title IX Coordinator or designee listed below.

Larisa Hamada
Title IX Coordinator
(562) 985-8256
Foundation Suite 120 | Office hours: M-F 8am – 5pm
Larisa.hamada@csulb.edu

Cindy Masner
Deputy Title IX Coordinator for Athletics Senior Associate Athletics Director/ Senior Women’s
Administrator
(562) 985-7976
Barrett Athletic Center Office, Room 124 | Office hours: M-F 8am – 5pm
cindy.masner@csulb.edu

Resources for Survivors of Sexual Assault

If you have been sexually assaulted, you are not alone, you are not to blame, and there are many resources to help you. Further information on reporting and resources, including confidentiality information, is included on the Title IX website: csulb.edu/titleix

Confidential	Non-confidential	Campus-based Support
Jacqueline Urtez YWCA Sexual Assault Victim's Advocate Campus Sexual Assault Advocate (562) 985-2668 Student Health Services advocate@csulb.edu	CSULB University Police Department (562) 985-4101 fernando.solorzano@csulb.edu	Health Resource Center Location: Student Health Services (SHS), Room 268 (562) 985-4609 csulb.edu/shs/
Linda Peña, ATOD/Violence Prevention & Sexual Misconduct Counselor (562) 985-1732 Student Health Services 268 linda.pena@csulb.edu csulb.edu/shs/sexual_assault.htm	Office of Equity and Diversity Foundation 120 (562) 985-8256 csulb.edu/depts/oed/	Women's & Gender Equity Center Pamela Rayburn, Coordinator Liberal Arts 1, Room 102 (562) 985-8576 csulb.edu/wgec
Student Health Services Merriam Drive and Beach Drive (562) 985-4771 M, Tu, Th, F 8am-5pm / W 9am-5pm Emergencies: 911 (after hours) csulb.edu/shs	Not Alone @ the Beach Women's & Gender Equity Center Liberal Arts 1- 102 (562) 985-8576 csulb.edu/wgec	Bob Murphy Access Center Carmen Varela, Director Student Success Center 110 (562) 985-5401 csulb.edu/bmac
Counseling & Psychological Services (CAPS) Brotman Hall, Room 226 (562) 985-4001 M-F 8am-5pm csulb.edu/caps After hours crisis phone counseling: (562) 985-4001 csulb.edu/caps/crisis.htm		Center for International Education Eugenia Kim Director, International Student Services Brotman Hall, Room 212 (562) 985- 8090 csulb.edu/cie
YWCA Greater Los Angeles Sexual Assault Crisis Services 24 Hour Crisis Hotline 877.Y.HELPS.U / 877.943.5778		Night Escort Program/Community Service Officers (CSO) (562) 985-4101 csulb.edu/police/community-service-officers