The Student Guide provides detailed information about the services and amenities for residents in Housing Services. Licensing policies are covered in the 2014-2015 Student License Agreement. Policies contained in this document are part of the terms and condition of the student’s license agreement.

1. Welcome from the Director
   • Our Mission

2. Housing Services Staff
   • Department Overview
   • Resident Assistants
   • Resident Life Coordinators (RLCs)
   • Resident Directors (RDs)
   • Residence Hall Association (RHA)

3. Safety
   • Staffing
   • Department of Campus Safety
   • Missing Student Notification Policies & Procedures
   • Earthquake Preparedness Procedures
   • Residential Apartments
   • ADA Singles

4. Resident Services
   • The Community Information Center (CIC)
   • Computer Lab
   • Events and Programs
   • Game Room
   • Courtesy keys
   • Mail, Mailboxes, and Combinations
   • Mail Room Email
   • Mail Forwarding
   • Meal Plans
   • Parking
   • Telephone and Internet Service
   • Readership Program
   • Satellite/Housing Channel/Cable
   • Social Networks (Facebook and Twitter)
   • Vending Machines

5. Licensing Policies
   • Apartment Transfer
   • Communication with Students
   • Inspections/Access
   • Occupying Roommate Space
   • Roommates
   • Responsibilities for Vacating (Moving Out) of Housing Facility

6. Community Standards/Policies
   • Alcohol and Drug Responsibilities
     1. Alcohol
     2. Drugs and Drug Paraphernalia
   • Community Responsibilities
     1. Cleanliness of Apartment
     2. Noise
     3. Fire Safety

7. Student Conduct Process
   • Due Process
   • Residents’ Responsibilities
   • Residents’ Rights
   • Incident Report
   • Notice to Appear
   • Conduct Meeting
   • Appeal Process
   • Referral to Judicial Affairs Officer and/or University Police
   • Sanctions
   • Formal Warning
   • Restitution
   • Mandatory Apartment Transfer

4. Guests and Visitors
   • Facility/Recreation/Grounds Use Responsibilities
     1. Internet Use
     2. Facilities Use
     3. Keys
     4. Maintenance of Premises
     5. Trash Removal
     6. Furnishings
     7. Access
     8. Soliciting/Posting
     9. Bicycles and Motor Vehicles
    10. In-line Skating, Roller-Skating, Scooters and Skateboarding
     11. Pets
     12. Damage
     13. Extension Cords
   • General Behavioral Responsibilities
     1. Violence, Harassment and Assault
     2. Weapons
     3. Complicity
     4. Disorderly Conduct
     5. Failure to Comply
     6. Falsification
     7. Smoking
     8. Gambling
     9. Identification
     10. Obscene Matter
     11. Theft
     12. Piracy
     13. Evacuation
     14. Sexual Assault and Harassment – Zero Tolerance Policy
     15. Stalking, Physical/Written/Verbal Abuse and Harassment – Zero Tolerance Policy

8. Sanctions
   • Formally Warning
   • Mandatory Apartment Transfer
**WELCOME FROM THE DIRECTOR**

On behalf of our entire Housing Services team, I would like to welcome you and tell you how excited we are that you will call CSULA Housing “home.” Living on campus has been proven to help students achieve higher grades, increase their leadership skills and feel much more connected to the University as a whole. Our team of student and professional staff are here to help make your transition a little smoother. We offer social events, academic support workshops and one on one support when needed. Our diverse community provides an amazing environment to learn about others, and more importantly, to learn about you. California State University, Los Angeles has more to offer than you can imagine. I challenge you to get involved, study hard, make new friends and reach for the sky. Once again, we welcome you to your new home.

Sincerely,

Stephen Fleischer, Ed.D.
Director, Housing Services

**Our Mission**

As a community of scholars in support of the University, we endeavor to build residents’ capacity for academic achievement, leadership and global citizenship.

**HOUSING SERVICES STAFF**

**Administration**

- **Stephen Fleischer**, Director, is responsible for the planning and administration of all housing operations and resident services, supervision of all full-time and part-time staff.
- **Betty Kennedy**, Associate Director for Business and Operations, is responsible for the oversight of Marketing, Assignments, Facilities and Business areas.
- **Rebecca F. Palmer**, Associate Director for Residence Life, is responsible for the development of Residential Life program model, student conduct system and emergency response systems and oversees the residential life professional staff.
- **Mark Facio**, Assistant Director for Facilities, is responsible for the Housing Facilities area, including repairs and maintenance, renovation and construction, safety and energy conservation programs.
Business Services
- **Monica Corona-Michel**, Resource Coordinator: oversight of student accounting, including resident charges, payments, refunds and adjustments, purchase orders.
- **Gabriela Contreras**, Assignments Coordinator: contracting, room assignments, housemate/roommate selection and mailroom.
- **Tiffany Thomas**, Assistant Assignments Coordinator, Summer Conference: coordinates Guest Housing and Summer Conferences, oversight of Mail Room and key system.
- **Anne Gonzalez-Vazquez**, Assistant to the Resource Coordinator: residential student accounts, student accounts receivables, purchasing, financial aid resource.
- **John Martinez**, Office Assistant: residential student accounts, requests for exceptions (cancellation), financial aid resource.
- **Maria Ruiz**, Marketing Coordinator: publicity, marketing, Housing channel/movies, website and tours.
- **Kimberly Taylor**, Assistant Assignments Coordinator, Resident Operations: Mail Room, check-in and check-out activities, work orders.

Facilities
- **Bruce D. Erickson**, Maintenance Mechanic: maintenance and repair for housing, responds to daily work orders for resident apartments.
- **Fausto Esquivel**, Maintenance Mechanic: maintenance and repair for housing, responds to daily work orders for resident apartments.
- **Jose Garcia**, Maintenance Mechanic: maintenance and repair for housing, responds to daily work orders for resident apartments.
- **Miguel Mota**, Maintenance Mechanic: assists in coordinating maintenance and repair work for complex, responds to daily work orders for resident apartments.
- **David Vazquez**, Facilities Worker: provides custodial support; assists the Maintenance Mechanics in responding to work requests.

Residence Life
- **Heather Albertson**, Resident Director oversees First Year Experience, Alcohol and Drug Education and Outreach.
- **Donyet King**, Resident Director oversees Golden Eagles Apartments, Honors Scholars Housing, RHA advising.
- **S. Taylor Mechlinski**, Resident Director oversees ELP/International Student Housing and Emergency Preparedness.

DEPARTMENT OVERVIEW
The Housing Services staff can help you with checking in or out of your apartment, maintenance concerns, lost keys and questions about your student account. The staff also coordinates programs, and provides assistance with any roommate conflicts.

**Housing Services Office**  
Phase II Community Center (323) 343-4800

**Office Hours**  
Monday – Friday, 9:00 am - 5:30 pm

**RA On-Duty**  
(323) 343-4807
RESIDENT DIRECTORS (RDs)
The RDs are full-time live-in professionals responsible for the supervision of the RA & RLC staff, programming, student conduct, First Year Residential Program, Resident Scholars Housing Program, Graduate Housing Program, Residential Hall Association (RHA) advising and emergency duty coverage.

RESIDENCE LIFE COORDINATORS (RLCs)
The RLCs are student positions responsible for programming, peer staff training, and community program coordination.

RESIDENT ASSISTANTS (RAs)
Each RA is a peer advisor/counselor, group facilitator, policy enforcer, program planner, and friend to the students living in the community. They are the day-to-day contact persons with residents and key to the success of the housing program. As a resident, feel free to contact your RA for assistance. RA list—www.calstatela.edu/univ/housing/contact.php

Our live-in staff of RAs is here to provide programs, resources and services within the community that support the academic mission of the University and augment the intellectual, cultural, social and personal development of our residents. They also provide emergency duty coverage and assist with the Community Information Center operations.

RESIDENCE HALL ASSOCIATION (RHA)
The Residence Hall Association, referred to as RHA, exists to give residents an opportunity to take an active role in shaping their residential community. The RHA is the voice of the resident community. This student board gets residents involved in the vision and planning of activities in the Housing community. All residents are members of RHA and are encouraged to participate in meetings. Meetings will serve as a platform for residents to proactively communicate their concerns and recommendations. To find out how to get involved in RHA, or run for an elected position, see your Resident Advisor.

SAFETY
The safety and security of our residents is of primary concern to the Housing Services staff. Our efforts in staffing, programming, and service assist to create a safe living environment. Listed below are the measures that we take to build a safe community.

STAFFING:
- Resident Assistants (RAs): These students are responsible for assisting residents to resolve any day-to-day issues (e.g. roommate disputes).
- RA On-Duty: This individual is responsible for the Housing after hours to monitor noise levels and any potentially hazardous or dangerous conditions. To reach the RA on-duty call (323) 343-4807.
- Emergency Duty Personnel: These Housing Services professional staff members respond to policy violations, emergency incidents and customer service issues and assist the RAs in emergencies.
- Live-In Resident Director: Senior level professional staff who is available for crisis/emergency response. This Housing Services staff member assists the Emergency Duty staff member with higher level concerns or community issues.
DEPARTMENT OF CAMPUS SAFETY:
Dedicated Safety Officer: Thursday through Saturday, and every other Wednesday, a uniformed officer of the Department of Public Safety patrols the Housing Services complex from 6:00 pm to 6:00 am. This officer assists the RA on-duty and Emergency Duty personnel responding to police violations and emergency incidents.

Eagle Patrol (a part of the Department of Public Safety): These students serve as escorts. This service provides a walking escort to and from buildings and to your personal vehicle. You are encouraged to use this service, particularly in the evening hours. For more information, call (323) 343-3700 or visit www.calstatela.edu/univ/police/escort.php.

Health and Safety Programs: These programs are in collaboration with the University Health Center and Department of Public Safety to provide information to residents about health and safety concerns.

MISSING STUDENT NOTIFICATION POLICIES AND PROCEDURES
As part of your License Agreement, you will be asked for a missing person contact and telephone number in the event you are considered missing. This contact may be different from your other emergency contacts.

Students are advised that their contact information will be registered confidentially. This information will be accessible only to authorized campus officials, and may not be disclosed except to law enforcement personnel in furtherance of a missing person investigation.

If a student is under eighteen (18) and not emancipated, the California State University must notify a custodial parent or guardian within twenty-four (24) hours of the determination that the student is missing, in addition to notifying any additional contact person designated by the individual.

We encourage students to also use this notification system if they are concerned about the whereabouts of another student by contacting the Department of Public Safety at (323) 343-3700. Other avenues of reporting include Student Affairs (323) 343-3100 and Housing Services (323) 343-4800 (after-hours response (323) 343-4807). Any missing student reports received by these offices are referred immediately to Department of Public Safety.

EARTHQUAKE PREPAREDNESS PROCEDURES
In the event of an earthquake, please remain in your apartment and find a secure and sheltered space away from windows and glass. The proper procedure is to drop, cover and hold until the major event has subsided. Only then should you leave your building.

Based on the type of emergency, it may be necessary to evacuate buildings. Please follow instructions from CSULA or Housing Services staff. The campus uses a public address system that also provides information and instructions. This will provide you additional direction based on the type of emergency.

Students must comply with the evacuation alarm and/or the directions of Housing Services staff. The Evacuation Site for Phase I & II is in the far Northeast corner of Lot 7. The evacuation location for GEA is on the grassy median on Mariondale, just South of GEA. A CSULA staff member or Housing Services staff will give you instructions after your arrival in this area. Remain in these designated areas until you are accounted for and/or given permission to leave the area and re-enter your apartment. A map of the evacuation site is included in this document. (See also Section “GENERAL BEHAVIORAL RESPONSIBILITIES,” Item 13).

1. Be Prepared! A significant emergency will require the campus and community population to be self-sufficient for several days. The University strongly recommends that students assemble emergency kits for three to five (3-5) days with the following:
   • Water
• Food (peanut butter, granola bars, ready to eat fruits and vegetables)
• Flashlight with batteries
• Necessary medication
• Jacket
• Shoes
• Paper products (toilet paper, feminine supplies)
• First-aid kit
• Trash bags
• Personal hygiene products

2. You should designate an emergency contact person with your family and/or friends.
3. Understand that communication and travel to and from campus may be dramatically affected.
4. In case of an emergency, the University has implemented a text notification system to send official emergency information directly to subscriber’s cell phones.
5. For other emergencies, such as health, pandemic or environmental hazards, a CSULA staff will provide instructions on protocols.

We hope this information will help you prepare for a large-scale emergency. If you have specific training that would be helpful to staff during an emergency (fire fighting, EMT, rescue, etc.) please identify yourself to the Housing Services staff.

RESIDENT SERVICES

THE COMMUNITY INFORMATION CENTER (CIC)
The Community Information Center provides a number of services for Housing Services residents. If you need information or assistance, a Resident Assistant (RA) is on-duty at the CIC to help you. The RA on-duty also responds to emergencies, provides change, helps with lock-outs, assists with after-hour check-ins, and provides general information about Housing Services and CSULA. Housing residents may borrow vacuums, plungers or carts from the CIC by leaving their CSULA student ID.
Located in the Phase I Community Information Center

RA On-Duty (323) 343-4807
Monday-Friday 5:00 pm - 9:00 am
Saturday-Sunday 9:00 pm - 9:00 am

Community Information Center (323) 343-4807
Monday-Friday 9:00 am - 10:00 pm
Saturday and Sunday 1:00 pm - 10:00 pm

If you are at the CIC during the above hours and there is no one there, please be patient! The RA may be assisting another resident, and will return shortly.

COMPUTER LAB
The Housing Services Computer Lab offers residents free use of computers and a pre-paid laser printer. You will need a CSULA Golden Eagle student ID card to use the lab. If you need a Network Information Services (NIS) Account, you can request it from the ITS Help Desk located in the Library Palmer Wing (LIB PW) Lobby or call (323) 343- 6170.

There is a two (2) hour limit for computer use when other students are waiting to use the computers. Other policies and instructions for using the Computer Lab are posted in the lab. The Housing Staff is not trained to provide computer advice or assistance.
Computer Lab Hours of Operation
Monday-Friday  9:00 am – 10:00 pm
Saturday and Sunday  1:00 pm – 10:00 pm

Computer Lab will be closed on the following holidays and campus closures:
- Independence Day - July 4, 2014
- Labor Day - September 3, 2014
- Veterans Day - November 11, 2014
- Thanksgiving - November 27-28, 2014
- Winter Holidays - December 22-26, 2014
- New Year's Day - January 1, 2015
- Martin Luther King - January 19, 2015
- Cesar Chavez Day Observed - March 31, 2015
- Memorial Day - May 25, 2015

EVENTS AND PROGRAMS
The Residence Life Staff provide events and programs within the community to support the academic, cultural, social and personal development of our residents.

GAME ROOM
The Game Room is located across from the Community Information Desk. It is a place where residents can play pool and ping-pong. During hours of operation, residents may borrow the equipment for the game they wish to play from the RA on-duty. You will need to present your CSULA Golden Eagle student ID card to borrow the equipment, which can be borrowed for an hour at a time. The Game Room is only available to Housing residents.

Hours of operation: Monday -Friday  9:00 am – 10:00 pm
Saturday and Sunday  1:00 pm – 10:00 pm
Other hours available – see space reservation requests

COURTESY KEYS
A. As a courtesy, the Housing Services Office provides access to residents locked out of their apartment or bedroom. This courtesy, however, should be requested infrequently and not to be used instead of reporting lost keys in order to avoid charges, or because residents have loaned out their keys. More than three (3+) lockouts in an academic quarter may result in disciplinary action and charges (see "Keys" in the Housing Policies section). Please note that this courtesy shall not be provided to individuals trying to gain access to an apartment/bedroom to which they are not assigned.
B. If you are locked out of your apartment or bedroom during business hours, you may go to the Housing Services Office to request a courtesy key that must be returned within fifteen (15) minutes. Failure to return a key, or loss of a key, will result in a lock change fee being added to your student account.
C. If you are locked out of your apartment after normal business hours, please go directly to the CIC in Phase I and ask the RA on-duty for assistance. For lockouts after 10:00 pm, call (323) 343-4807 for assistance.
D. Be prepared to provide valid photo identification when requesting assistance with a lockout.
E. Please attempt to check to see if a roommate or housemate is home and able to let you in before requesting staff assistance.
F. Under no circumstances are keys to be duplicated or given or loaned to another individual. Violations will result in disciplinary action.
MAIL, MAILBOXES AND COMBINATIONS
A. Residents will be assigned a mailbox for use and will be given the mailbox combination upon check in. Mailboxes are shared among residents in the same bedroom.
B. The U.S. Postal Service (USPS) will provide mail delivery service once (1) per day, except on Sundays and holidays observed by the USPS or the University. Based on this schedule, Housing Services makes every effort to distribute mail to resident mailboxes everyday by 5:00 pm.
C. Only current residents are eligible to receive mail through Housing Services. You will receive a notification slip in your box if a large package has arrived for you.
D. All mail/packages requiring special handling must be picked up within two (2) weeks, with proper identification.
E. Valid picture identification is required to claim packages, registered letters, and other items that must be picked up from the mailroom or the Housing Services Office.
F. Residents are strongly encouraged to check their mailboxes frequently, not only to receive personal mail in a timely way but also for important Housing Services information.
G. All mail/packages must have a current resident’s name on it. If the package is addressed to someone other than the resident, it must indicate, c/o or Attention (resident’s name). Mail that does not bear the name of a current resident will be returned to the sender. Please see below for the proper way of addressing mail.
H. For outgoing mail, a USPS mailbox is located outside the Phase II Community Center.
I. Please use one of the following mailing addresses for all your postal needs:

<table>
<thead>
<tr>
<th>Phase I</th>
<th>Phase II</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Your Name) 5600 Paseo Rancho Castilla Mail Box # 1-____</td>
<td>(Your Name) 5300 Paseo Rancho Castilla Mail Box # 2-____</td>
</tr>
<tr>
<td>Los Angeles, CA  90032</td>
<td>Los Angeles, CA  90032</td>
</tr>
</tbody>
</table>

MAILROOM EMAIL
The Housing Mail Room notifies residents by email of mailbox updates including completed work orders, closure days and new combinations. You will also be able to email the Mail Room if you have questions, however, please do not use this email to verify if you received a package. Do not forget to bookmark our email address: housingmailroom@cslanet.calstatela.edu

MAIL FORWARDING
After you move out, Housing Services will forward your mail (letters only) to a forwarding address for four (4) weeks. After the four (4) weeks, mail will be returned to sender. Make sure you complete your move-out paperwork before checking out. You are responsible for updating your mailing address with everyone who sends you mail. If a forwarding address is not provided first class, mail and packages will be returned to the sender.

MEAL PLANS
All meals will be served in the Dining Commons unless otherwise posted. Beginning Fall 2014, the dining commons will offer breakfast, lunch and dinner. Details on the types of meal plans and hours of operation are on the Housing website. The Meal Plan contract follows the same policies and procedures as the Housing License Agreement. Meal Plan contracts are for the entire academic year. Requests to cancel the meal plan are taken during the ninth (9th) week of each quarter and must be substantiated with documentation, following the criteria as outlined in the License Agreement. Please check our website for more details: www.calstatela.edu/univ/housing/mealplan.php.
PARKING
The parking lot for Housing Services residents is adjacent to the housing complex. Signs are posted indicating Resident Parking in Lot 7A and along the exterior of the fence in Lot 7. If you park in these areas, a residential parking permit is required.

There are a limited number of parking spaces located inside the gated community of Golden Eagles Apartments (GEA). These spaces are assigned through a voluntary lottery system each quarter. Residents must park only in the space number assigned to them and display the GEA resident decal on their parking pass. Decals and gate remotes can be obtained at the housing services office.

Parking Enforcement will issue citations to all vehicles that do not display the appropriate permit. Residential parking permits can be purchased from the Parking and Transportation Service Center located south of Parking Lot 3. The Service Center hours are Monday-Thursday 8:00 am to 7:00 pm and Friday, 8:00 am to 5:00 pm.

A. Parking behind Building 2 is limited to Faculty/Staff permit holders. Parking enforcement will cite violators at all times.
B. Temporary/Guest Parking Permits are available in the yellow dispenser located in Lot 7; these permits are valid only in Lot 7, and street parking located on Marindale and Paseo Rancho Castilla. You may not park inside the fenced lots located in Phase I and II or at GEA with a temporary/guest permit.
C. Additional parking for GEA residents and guests displaying proper permits is available in the marked parking stalls on both Paseo Rancho Castilla and Marindale Avenue.
D. The loop around the Phase I complex is a designated fire lane and is enforced as a NO PARKING area twenty-four (24) hours a day. Parking Enforcement will cite cars parked in this area.
E. For the safety of pedestrians, the loop is posted at ten (10) MPH. Please observe this speed limit.
F. The residential parking lot is cleaned on Fridays from 7:30 am - 9:30 am. All residents must remove their vehicles from Lot 7A prior to 7:30 am on Fridays. Parking in Lot 7 is permitted. Failure to remove vehicles will result in a parking citation.

TELEPHONE AND INTERNET SERVICE
Connecting a Landline Telephone Service

Housing Services does not install telephone service. Residents may choose to establish landline service by calling AT&T at (800) 310-2355. You will need to provide AT&T a SERVICE LOCATION (where the phone line is hooked up) and your MAILING ADDRESS.

PLEASE NOTE: Installing telephone service is a business agreement between you and the telephone company, and not Housing Services. It is very important that you give the correct SERVICE LOCATION and BILLING ADDRESS or your service will be delayed. It is not necessary to sign up for the AT&T “Wire Plan” or additional “Technician Service.” Housing Services maintains the wiring within each apartment.

Service Location
Your service location is your apartment and room A, B, C or D. For Phase I (Apartments 101-246) it is 5600 Paseo Rancho Castilla. If you live in Phase II (Apts. 1101-5306), it is 5300 Paseo Rancho Castilla.

Billing Address
Your billing address is the same as your mailing address. See the previous section titled “Mailing Address” to review the proper mailing address information.
Wireless Internet
Wireless access is available to residents in the apartments and in designated hot spots within the Housing Services complex. To provide better service, several apartments have wireless access points in their living room. Please do not unplug these access points to plug in your personal devices. This will affect the community and will be detected by campus ITS. This may result in disciplinary action. Hot spots are located in the Phase I Game Room and the Phase II Lounge. To access the internet you will need a campus network account to login to the wireless network. For additional information, please go to www.calstatela.edu/its/wireless. If your wireless internet is not working, please complete a work order form. For additional information, please see Internet Use under the Facility/Recreation/Grounds Use Responsibilities section.

DO NOT FORGET to contact the telephone company to cancel your telephone service prior to moving out. Remember you will continue to be billed by the phone company until you terminate the service. Failure to pay can affect your credit rating.

Telephone Problems after Installation If you have problems with your telephone service, submit a work order and the Housing Services Maintenance staff will investigate the possible cause. With the exception of Move-in or transfer periods, the average length of time needed to address your phone service is 2 to 5 business days after AT&T has turned on your service.

READERSHIP PROGRAM
Housing Services participates in the Collegiate Readership Program that provides copies of USA Today and Los Angeles Times on weekdays throughout the academic year (fall, winter and spring). This program is designed to create an atmosphere of community awareness and prepares students for our rapidly changing global society. Take advantage of this free source and pick up a newspaper for casual reading or to use as part of course assignments. Newspaper stands are located in the Phase I and II hallways.

SATELLITE / HOUSING CHANNEL / CABLE
Pre-selected satellite channels are complementary in all of the bedrooms and in the living room of each apartment. The Housing Channel (found on channel 8) provides the community with relevant University and Housing Services information. During the academic year, residents can enjoy complementary movies on the Housing Channel. Wide ranges of movies are selected to reflect current events, holidays, special programming, and newly released films. Residents are encouraged to submit movie requests to the Housing Services Office.

SOCIAL NETWORKS (Facebook and Twitter)
Now you can follow us on Twitter and become a fan on Facebook to get up-to-date information and see what is happening in Housing.

VENDING MACHINES
Beverage and snack machines are located in the Game Room of Phase I and in the Phase II Community Center. They are accessible during scheduled building operating hours. A water machine is located near the Phase I Laundry Room and is accessible twenty-four (24) hours per day. Please be advised that Housing Services is not responsible for any money lost in the vending machines. If you lose your money, please call (323) 268-7632 for refund information.

LICENSING POLICIES
Please refer to the online Housing License Agreement for full details.
1. **ROOM CHANGE**
Requests to change to another bedroom or apartment are accepted online during the third (3rd) and ninth (9th) week of the Fall Quarter and ninth (9th) week of Winter Quarter. Room Changes will be accommodated based on the number of spaces that are available.

**Process**
- Complete a Room Change Request form online which is available during the room change request period.
- Resident will be contacted based on space availability. If spaces are available, every attempt will be made to accommodate the request.
- Resident must complete the move during the designated period.
- Resident will check in to new space, complete their Apartment Condition Form, move all belongings and check out of current room by exchanging keys in order to complete the process.

2. **COMMUNICATION WITH STUDENTS**
Email will serve as one of the primary and official forms of communication to students. Any email communication to a student will be sent to the student's university email account. A monthly newsletter with important messages and reminders for residents are sent to their CSULA email address and will be posted on the Housing website. If residents choose to use personal email accounts, please be aware that forwarding emails may result in filtering messages as SPAM. It is still the responsibility of the resident to check their CSULA emails for important messages.

3. **INSPECTIONS/ACCESS**
Students can expect reasonable privacy of rooms and personal property. The University shall have the right to enter the premises (Civil Code 1954) for the purposes of emergency, health, safety, maintenance, enforcement of applicable rules and regulations, or for any other lawful purpose to the extent permissible by law. The University shall exercise this right reasonably and with respect for Licensee’s privacy and study needs. Health and Safety inspections are scheduled quarterly.

4. **OCCUPANCY CHECKS**
Occupancy checks are conducted to confirm that residents are assigned to the correct space and for safety checks.

A. Residents are required to sign the occupancy rosters from the Resident Advisor on a quarterly basis to confirm residency.

B. The University retains the right to transfer its interest and/or obligations under this Agreement. Licensee may not assign or transfer his/her rights or obligations under this Agreement without the written permission of the University. Licensee may not sub-license or sublet the Premises to, or permit the occupancy of the Premises by, any other person without the written permission of the University.

C. **OCCUPYING ROOMMATE SPACE** - Apartments are designed to accommodate several residents entitling each to a reasonable amount of space to store their personal belongings. Residents in double (2) or triple (3) occupancy rooms are required to share a proportional section of the bedroom and a portion of the common area. If there is an empty space in a double (2) or triple (3) occupancy bedroom, this area must be kept clear and clean so that a new roommate can be assigned and moved in at any time. Residents assigned to double (2) occupancy will be assessed the single (1) occupancy rate each month that they are in violation of this policy. Residents in triple (3) occupancy rooms will be assessed a double (2) rate each month that they are in violation of this policy. In addition, these residents will be subject to disciplinary action up to, and including, termination of their license agreement. If necessary, Housing Services staff may move resident belongings in order to clear the space for newly assigned residents and may be charged for cleaning and labor charges.
D. In bedrooms, residents may only utilize one (1) desk, one (1) bed, one (1) closet, one (1) set of drawers, one (1) telephone jack, and a proportional section of the available shelving space. This policy remains in effect even if there is no current roommate occupying the space. Ample wall and floor space must be left for all individuals in the bedroom to personalize his/her space. No furniture may be removed or disassembled without the written consent of the Director of Housing Services. Since there is only one cable jack for television per bedroom, residents are expected to negotiate a reasonable arrangement with their roommate(s).

E. In common areas, residents may utilize space in equal proportion to the number of bed spaces in the apartment, with special exceptions regarding the living room and dining room. For example, residents are to equally divide kitchen cabinet space, storage room space, hall closets, and bathroom space.

F. Residents should not store personal items such as clothing, computer equipment, exercise machines, etc. in the living/dining room space. Residents are to limit their personal belongings in these spaces to decorative items such as lamps, pictures, small figurines, etc.

G. As with any communal living environment, individuals must work together to develop reasonable arrangements to ensure all rights are respected.

5. ROOMMATES
A Licensee’s roommate preferences will be given consideration; however, the University does not guarantee the assignment of specific roommate(s) or of specific space, and reserves the right to make or change roommate assignments.

6. RESIDENTS’ RESPONSIBILITIES FOR VACATING (MOVING OUT OF) THE HOUSING FACILITY
A. Residents may move out only at the end of their Housing Services License Agreement (end of contract) or by approval. Moving out without approval does not release the resident of their financial obligations for the license period.

B. At the end of the license period or if approved to move out, please follow the procedures provided to you by the Housing Office. The process will include:
   1. Making arrangements with the Housing Services Office to have the unit inspected on the day of departure during University working hours or using the Express Check-out Envelope system (see your RA, RD or Housing Office for information).
   2. Returning the exterior (front) door and bedroom keys to the Housing Services Office or by using the Express Check-out Envelope. Place envelope in the key drop box, located under the Housing Office front counter.

C. The apartment will be inspected after check-out. Residents must leave the premises in good, clean condition (normal wear and tear will be considered). All personal property must be removed, including food and other items from the kitchen and refrigerator. Any property remaining on the premises after check-out may be removed and placed in storage (California Civil Code 2080.9) or disposed of after fifteen (15) days. See Section K of the Housing Services License Agreement.

D. Improper Checkout Charges - Failure to follow appropriate procedures may result in an improper checkout charge of $50 plus any damage or replacement fees. The charges will be levied against your security deposit. Amounts in excess of the security deposit will be applied to the student’s account.
COMMUNITY STANDARDS/POLICIES

California State University, Los Angeles operates a student residential community. In any living situation, there is a need to strike a balance between the rights of the individual and the responsibilities to the community. The CSULA Housing Services Office strives to create an atmosphere conducive to the development of responsible citizens in a community. Residents are expected to respect and maintain the facilities and equipment rented to them, conduct themselves within acceptable and reasonable standards of good behavior, and take individual responsibility for their actions. Consideration for others is the basic principle that needs to be followed by all residents. As valued members of the community, each resident possesses individual rights that roommates and other residents must respect. These rights carry a reciprocal responsibility to ensure that these same rights also exist for roommate(s) and other residents.

In addition, violations of University policy as outlined in CSU Standards for Student Conduct [Section 41301 of Title five (5) of the California Code of Regulations] will be forwarded to the University Judicial Affairs Officer for additional disciplinary investigation. If violations are substantiated possible sanctions may include, but are not limited to Disciplinary Probation, Suspension or Expulsion from the University. Copies of the Standards of Student Conduct and CSU Student Conduct Procedures (Executive Order 1043) are available in Student Affairs, Building 8, Room 117 or on the Judicial Affairs Office webpage: http://www.calstatela.edu/univ/stuaffrs/jao/

All residents, guests and visitors are expected to abide by the explicit and implicit intent of the following guidelines. Violation of any policy outlined in this section will result in disciplinary action as detailed in the section titled Student Conduct Process.

ALCOHOL AND DRUG RESPONSIBILITIES

1. Alcohol
   A. The intent of this policy is neither to encourage nor to endorse the use of alcoholic beverages, but to describe the permitted and prohibited use of alcoholic beverages in the Housing Services complex. The University is committed to maintaining an environment for its students that is predominantly free of the use of alcoholic beverages and in full compliance with federal and state laws. Students, employees, or visitors who violate laws or University policies concerning alcoholic beverages shall be subject to criminal prosecution and/or institutional sanctions.
   B. No person regardless of age, can consume alcoholic beverages or be present in an apartment unless that person is twenty-one (21+) years of age or older AND a resident of that apartment. Kegs and other large containers of alcohol are not permitted. Alcoholic beverages are not to be consumed in public areas, such as the Community Centers, recreation areas, balconies, sidewalks, etc., except when approved as outlined in the California State University Los Angeles Administrative Procedures regarding Alcoholic Beverages (# 019). Please visit the following website for more information: www.calstatela.edu/univ/admfin/procedures/019.pdf
   C. Possession, consumption, and display of alcoholic beverages or bottles/cans (full or empty) in a public view or place (patio/balcony, windows, pool, basketball court, etc.) are prohibited.
   D. Detectable intoxication of Licensees or guests, and/or inability to exercise care for one’s own safety and/or the safety of others is prohibited.
   E. Drinking games are prohibited; this includes but is not limited to beer pong, quarters, flip cup or king’s cup. Simulating drinking games using water, soda, or other soft drinks is also prohibited.
   F. Alcohol is not permitted in the First Year Housing areas.
   G. Possession of visible containers, opened or closed, (e.g. cups, cans, bottles, cases/boxes, on which alcoholic beverage insignia appear) anywhere within or on grounds immediately adjacent to the Housing Services facilities except in an assigned student room when the door is closed and the alcoholic beverage cannot be detected from outside the room/suite, is prohibited. If alcohol possession or consumption can be detected from outside the room/suite, it is considered public, visible and in violation of this policy.
H. Possession of bulk alcoholic beverages, that is, amounts for storage or use that is excessive under the circumstances for personal use is prohibited. Devices used or intended for the rapid consumption of alcoholic beverages are prohibited. Kegs, cases of beer, and other beverages with an equivalent amount of alcoholic content in any form of container are considered bulk alcohol.

I. Violation of any other regulation while under the influence of alcohol is considered an additional infraction of Housing Services Regulations.

J. Providing, selling, or causing to be sold any alcoholic beverage to any other person is prohibited.

K. Hosting of gatherings with multiple apartments, that is, an activity taking place primarily for the consumption of alcoholic beverages where people move from one apartment to another is prohibited. This regulation applies even if all apartments involved are within allowable guest limits.

L. Residents found in violation of the aforementioned policies regarding alcohol use will be asked to dispose of any alcohol present.

2. Drugs and Drug Paraphernalia

   A. Unlawful manufacture, distribution, dispensing, possession, use, or sale of, or the attempted manufacture, distribution, dispensing, or sale of controlled substances, identified in federal or state law or regulations is prohibited.

   B. Possession or use of drug-related paraphernalia, including Hookahs, is prohibited, which includes medical marijuana.

   C. Violation of any other regulation while under the influence of a controlled substance is considered an additional infraction of Housing Services Regulations.

   D. Inability to exercise care for one’s own safety, the safety of others or the safety of property owned by the university or residents due in whole or in part to being under the influence of a controlled substance is considered an infraction of Housing Services Regulations.

COMMUNITY RESPONSIBILITIES

1. Cleanliness of Apartment

   Licensee agrees to take reasonable care of their unit and its furnishings by keeping the premises in a clean and sanitary condition as determined by the Director of Housing Services, or designee. The apartments will be inspected quarterly through the Mid-Term Inspections (MTI) process. The licensee is responsible for any additional cleaning costs not covered by licensee’s security deposit that have been caused by the actions of the licensees or their guests. In the event that your apartment fails the Mid-Term Inspection for cleanliness, a Housing Services staff member will conduct a series of future inspections until the next scheduled MTI. The apartment should have a cleaning schedule on file with the RA.

   A. Inspected areas for apartments include living room, kitchen, appliances, dining room, bathrooms, bedrooms, patio, all furniture, fire extinguisher, thermostat, and smoke detector

   B. Strongly suggested items for each apartment include broom, dustpan, mop, sponges for kitchen and bathroom, dish soap, cleaning products and toilet bowl brush.

   C. Accumulation of trash/debris in the interior of the apartment/premises or the exterior of the apartment premises is not allowed. The depositing of wastepaper, cans, bottles, or other trash except in receptacles is prohibited. Accumulation of trash/debris will result in removal and a cleaning charge being assessed to all current residents. Failure to comply with cleaning standards will result in cleaning charges to residents’ accounts.

2. Noise

   A. Noise (including, but not limited to, stereos, televisions and conversations) not associated with daily living should not interfere with the communal nature (including, but not limited to, sleeping or studying) of others at any time.

   B. During Quiet Hours, any noise emanating from an apartment or public area is prohibited. Scholars Housing has a twenty-four (24) hour quiet policy. Designated quiet hours for all other areas are:

      Sunday - Thursday    10:00 pm - 9:00 am

      Friday and Saturday  12:00 am - 9:00 am
C. Although there are set quiet hours, residents are expected to be courteous of their noise level at all
times.
D. During Finals Week, a twenty-four (24) hour quiet policy is in effect beginning on the Friday
before Finals Week through the end of the last day of finals.

3. Fire Safety
A. Licensees shall take due care to prevent fires. Flammable materials shall not be used or stored on
the premises. These items include, but are not limited to candles, incense, fireworks, lighter fluid,
propane or other gas cylinders, etc.
B. Residents shall not leave cooking appliances unattended (i.e. stove, rice cooker, and crock-pots).
C. All Bar-B-Q grills in Phase I, II and GEA are prohibited in student apartments/patios.
D. Tampering with any fire safety systems/equipment including the fire alarm system and firefighting
equipment is strictly prohibited. Violators of this policy may be subject to fines.
E. False reports of fire or other dangerous conditions (except those resulting from reasonable
error/accident), failure to properly report fires, or interference with the response of University or city
officials to such emergency calls is prohibited. Violators will be prosecuted and subjected to a fine
and criminal prosecution.
F. Fire extinguishers should remain on the provided hook when not in use.
G. Decorations that are flammable or fire hazards are prohibited.
H. "Live cut" trees (such as Christmas Trees) or other combustible decorations are prohibited in the
residential facilities.
I. Any permissible holiday decorations in the apartments must be made of fireproof materials and be
UL (Underwriters Laboratory) List-approved for the intended use.

4. Guests and Visitors
A. For Housing Phase I and II, there shall be no more than eight (8) people, including licensees,
allowed in a two-bedroom apartment/patio at any given time. No more than sixteen (16) people,
including licensees, are allowed in a four (4) bedroom apartment/patio at any given time. For GEA
apartments there shall be no more than four (4) people including the licensees in the one and two-
bedroom apartments and no more than six (6) people including the licensees in the suite-style
apartments.
B. Guests must abide by all Housing Services and University policies. Licensees are responsible for
their guests' behavior and for any damage caused by their guests (Article 5, Section 42007 of Title
5, California Code of Regulations).
C. The host resident must accompany guests at all times. Unescorted guests will be asked to leave
the premises. Guest who disrupt the communal and educational nature by congregating in public
areas including, but not limited to, the Community Center, Basketball court, and parking lot will be
asked to leave the premises immediately. In the event that non-residents do not comply with
Housing Services officials, University Police will be called for assistance.
D. Residents have the basic right to privacy in their assigned room. It is the responsibility of the
Licensee who plans to have a guest/visitor to inform his/her roommates of the guest prior to the
guest arrival, and to gain approval from his/her roommate and the Housing Services Office for a
guest. Guests are not allowed in apartments between the hours of 12 am - 9 am unless they are
registered and approved in advance.
E. Guest Registration Information – Licensees shall secure approval from the Housing Services office
one week prior to permitting any guests to make overnight use of any housing facilities such as
but not limited to, sleeping or shower facilities, or other facilities generally made available only to
licensees (Article 5, Section 42005 of Title 5, California Code of Regulations).
F. Failure by Licensee to secure approval for overnight guests shall be grounds for disciplinary action
[Article 5, Section 42014 of Title five (5), California Code of Regulations] including being charged
the daily rate for each day that a non-approved guest resides in Licensee’s apartment. A Licensee
may have no more than two approved guests. The length of stay for any guest cannot exceed
three (3) consecutive nights in a month and no more than nine (9) nights total per quarter.
FACILITY/RECREATION/GROUNDS USE RESPONSIBILITIES

1. Internet Use
   A. Users must ensure that user’s activity does not improperly restrict, inhibit, or degrade any other user’s use of a Wireless Network Connection, nor represent (in the sole judgment of University Housing) an unusually large burden on the network itself. In addition, users must ensure that the user's activity does not improperly restrict, inhibit, disrupt, degrade, or impede the University's ability to deliver and monitor the network services. This includes the setup and use of unauthorized access points also known as “rogue” access points. **Specifically the installation by and/or use of an outside internet provider is restricted by University Housing.**
   B. You may not modify or tamper with the wireless routers located in your apartment. Doing so, will disrupt wireless internet for other apartments in your area. You may not connect hubs, routers, print servers, terminal servers, or other networked devices that have not been approved by University Housing.

2. Facilities Use
   A. Tampering with or removing blinds, windows, or window screens from any part of the building is prohibited. The Director of Housing Services should approve additional window treatments.
   B. Window painting is not allowed. Decorating windows with the following items including but not limited to: tape paint, soap, shaving crème is prohibited. Affixing or adhering any object to the window or window fixture is prohibited.
   C. Limited personalization of solid exterior doors is allowed above the door handle attached with painter’s tape. At no time should the peep hole or apartment number be covered or obstructed. Exterior apartment door decorations using improper adhesives, nails, or attachments such as stickers, graffiti, message boards, signs and tape are prohibited.
   D. Students are not permitted to climb in or out of apartment windows.
   E. Unauthorized presence on rooftops, outside ledges, other residents’ rooms or apartments, or areas marked as restricted within the Housing Services community is prohibited and grounds for eviction. Unauthorized entrance into and presence in construction sites in the vicinity of the Housing Services community is prohibited and grounds for eviction.
   F. Throwing objects or liquids to/from windows, balconies, stairwells or roofs is prohibited. This includes, but is not limited to, Frisbees, balls, water balloons, food, and garbage.
   G. Using one’s balcony as a means of entry or exit, or using it to store unsightly articles, garbage, or University property is not permitted. Sitting on, perching on, or jumping over balcony railings is also prohibited.
   H. Shaking, cleaning, hanging or placing any articles from or out of the window, window ledges, balconies, landings, or on roofs is prohibited.

3. Keys
   Each licensee is issued a key to his/her assigned apartment and bedroom. Each resident is responsible for his/her set of keys. It is a misdemeanor for any person to knowingly duplicate, make, cause to be duplicated, use or have in his/her possession a key to a building or room controlled by the State without proper authorization (Section 496 of the California Penal Code). Under no circumstances are keys to be duplicated or lent to another individual. There is a non-refundable replacement charge for any key lost, stolen or irreparably damaged. For security of the community, residents should report lost, stolen, or damaged keys to the Housing Services Office immediately.

4. Maintenance of Premises
   A. Licensee shall not bring or maintain any of the following on premises: clothes washer or dryer, refrigerators or freezers, stoves, air conditioners, space heaters, outdoor clotheslines or drying equipment (no drying clothes on balcony), boats or trailers, or waterbeds. In addition, no other furniture or equipment is allowed in the unit.
   B. Licensees shall not install or place any equipment or construction on the grounds or in the buildings. No outside gardens may be constructed or maintained in any area of the Housing portfolio without the express written consent of the Director of Housing Services.
   C. No engine or automobile work may be performed on the premises, including the parking lots.
D. Students are responsible for reporting safety, maintenance, or cleanliness issues.
E. GEA residents are prohibited from storing items outside. GEA does not have personal patios thus the outside space should remain clear of chairs, grills, bikes, excessive plant stands and/or plants [limit two (2) per apartment], and other personal belongings.

5. Trash Removal
Trash containers are located on the outside perimeter of the access road and surrounding the Phase II complex and in the northwest corner of the GEA parking lot. The containers are for resident use only. Furniture, TV's, computers, electrical items (e-waste) and hazardous materials are not to be disposed of in the trash bins located in the Housing portfolio. Residents should make off-site arrangements for removal of these types of items. Failure to comply will result in associated trash removal costs. At the end of the spring quarter, labeled bins are provided for e-waste collection.

6. Furnishings
A. Removal of CSULA Housing provided furniture from the room or unit, or storage in outdoor storage closet is prohibited. Licensee is responsible for the care of, and is liable for any damage to, Housing Services furniture or equipment. Licensee understands that his/her student account will be charged for any damage, loss, or necessary cleaning caused by licensees or guests.
B. Housing Services furniture and equipment are not allowed to be taken onto the balcony at any time.
C. Furniture may not block windows, doors, or other pathways within the apartment.
D. Closet doors or other furniture are not to be removed from the apartment and/or placed on the patio.
E. Furniture may not be stacked, assembled atop bricks, bookcases, or other structures not originally designed to support it.
F. No additional furniture or equipment is allowed in the unit or on the balcony/patio. Additional furnishings (including, but not limited to: couches, loungers, loveseats, sofas, beds, tables, desks, papasan mattresses, chairs, game tables, dart boards, exercise equipment, large bookshelves, large entertainment centers, kitchen carts, etc.) are prohibited. If requesting a bed for medical purposes, please submit a copy of your accommodation request from the Office for Students with Disabilities (OSD).
G. Upon check-out, it is the student's responsibility to remove his/her belongings. Resident may be charged for cleaning and labor to remove items left behind.
H. Residents or their guests/visitors are prohibited from placing furniture, equipment, appliances, or fixtures into the trash receptacles or bins located throughout the housing portfolio. Residents are responsible for the appropriate removal and disposal of all personal items. A charge will be assessed to a resident's account for any item found in the trash receptacles or bins that was not properly disposed of and can be traced back to a specific resident.
I. Refrigerator/freezer smaller than four (4.0) cubic feet are only allowed in Phase II apartments and must be stored in storage room.
J. In-line water purification systems, lofts, electrical appliances used for heating or preparation of food (portable stoves, hot plates, etc.), portable dishwashers, halogen lamps, and washer or dryers are prohibited.

7. Access
A. It is a violation of University policy to gain unauthorized entry, make unauthorized use of, or misuse any University property. Entering an apartment or bedroom to which you have not been assigned, and without permission, constitutes trespassing.
B. Windows and sliding glass doors are to remain clear of any items that may restrict emergency access.
C. It is the responsibility of each resident of the apartment to ensure that his/her bedroom door and windows are locked and secured prior to leaving the bedroom. Furthermore, it is the responsibility of all residents to ensure that the sliding glass doors, front door and windows in the common area spaces are locked and secured prior to leaving the apartment or while sleeping. Apartment doors are NOT to be left unlocked to accommodate residents who lose keys, do not carry keys, or to allow access to individuals who are not residents thereof.
D. Public areas located in all community centers or common areas within the apartment are for the use of the licensees and their guests only. No one may sleep overnight in public areas. The Housing Services Office must approve organized functions in public areas in advance.

E. Public passageways are for entering and leaving the premises and are not to be obstructed or used for any other purpose.

F. For reasons of security, no public area exit door is to be propped open at any time or left unlocked after scheduled building operating hours.

G. Access to, or storage of, anything in attics/crawl spaces, is prohibited.

8. Soliciting/Posting
   A. No person, group, or business entity has the right to solicit for personal gain within, on, or around the Housing Services community.
   B. No one is permitted to distribute or post materials without specific permission from the Housing Services Office. Materials not approved by the Housing Services Office will be removed.
   C. Advertising or selling of products or services is prohibited in or around public areas of Housing Services facilities unless it is part of a Housing Services sponsored event. Advertising and promotion of non-university goods, services or organizations is allowed in Housing Services facilities only with approval from the Office of Residential Life or as part of a Housing Services sponsored event.

9. Bicycles and Motor Vehicles
   A. Bicycles are not to obstruct or be parked in public passageways, walkways or in the Community Center. Bicycles are not to be locked to or attached to any gate, pole, tree, or other Housing Services equipment.
   B. Riding of bicycles on all campus walkways shall be prohibited pursuant to Section 21113(f) of the California Vehicle Code.
   C. Mopeds, motorcycles, motor scooters, or similar motor-driven vehicles cannot be taken into apartment units or the Community Centers for any reason, or operated on sidewalks, patios, or lawns in and around on-campus residential areas. Because of the fire hazards associated with gasoline, Public Safety officers or authorized staff will remove motor-driven vehicles from buildings without notice. Mopeds, as defined in the California Vehicle Code, shall be regarded as motor vehicles. Electric scooters used for the purpose of a disability-related need are allowed.
   D. All motor vehicles shall be operated with due regard for the safety of all members of the community. All motor vehicles parked in the residential parking lot must have a valid Residential parking permit. Student and Residential parking permits for motor vehicles may be purchased from the Parking and Transportation Center. Badly damaged or inoperable vehicles, as determined by University Police or Parking Enforcement officers, will not be allowed in the residential parking lot more than two weeks irrespective of permits or registration.
   E. All vehicles shall conform to and abide with University rules and regulations relating to vehicles.

10. In-Line Skating, Roller-Skating, Scooters And Skateboarding
    In-line skating, roller-skating, skateboarding, or using a scooter is prohibited on all campus property.

11. Animals
    No pets, other than fish, are allowed in apartments or on balconies at any time. One (1) ten (10) gallon tank is allowed per resident. Please be advised that guests and visitors may not bring pets, as listed above, into the apartment. Violators are subject to disciplinary action and a fine to cover the cost of extermination and cleaning. If the owner of the pet cannot be determined, this fine will be divided equally among all residents of the apartment.
    A. Residents may not feed stray animals or otherwise encourage animals to stay in or around the complex at any time.
B. An exception may be made for “Service Animals.” An accommodation for a service animal must be registered and authorized by the Office for Students with Disabilities at www.calstatela.edu/univ/osd/. The American Disabilities Act (ADA) defines a “service animal” as “any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability.” A “service animal” is a working animal and not a pet. Submission of proof of training and/or certification that the animal is trained as a “service animal” as defined by the ADA is required. Please allow a minimum of two weeks for review of documentation. If approved, Housing Services will provide additional information and expectations.

12. Damage
Damage to University, public, or private property is prohibited. Residents will be charged against their security deposit for any damage to or loss of University property in their apartments. If the total monetary amount of damage exceeds the amount of the security deposit, then the difference will be applied to the student account. If the resident(s) responsible for the resulting damages cannot be determined, the charges will be divided among all residents assigned to the apartment at the time the damage occurred. Misuse, abuse, or destruction of University property or property belonging to a member of the University community is prohibited.

A. Vandalism to public or private property is prohibited. Residents will be charged for any damage to or loss of University property in their apartments. If the resident(s) responsible for the damages cannot be determined, the charges will be divided among all students assigned to the apartment.

B. Intentional or malicious destruction of University, public or private property is prohibited. Residents will be charged for any damage to or loss of University property in their apartments. If the resident(s) responsible for the resulting damages cannot be determined, the charges will be divided among all students assigned to the apartment.

13. Extension Cords
Multi-tap adapters, "cube caps," and similar devices are not allowed. These items create potential fire hazards and may result in damage to electronic equipment. Use only extension cords that are three-wire grounded terminating in a single receptacle and sized adequately to handle the load applied. We require a surge protector in conjunction with the use of an extension cord.

GENERAL BEHAVIORAL RESPONSIBILITIES
1. Violence, Harassment and Assault
   A. Behavior or expression that is interpreted as abusive or threatening to any member of the community is prohibited. This includes, but is not limited to, physical or sexual assault, verbal threats and/or harassment, and all types of communication via phone, email, and internet forums.
   B. Hate Motivated Crime: Any act of intimidation, harassment, physical force, or threat of physical force directed against any person or family, or their property or advocate, motivated either in whole or in part by hostility to their real or perceived race, ethnic background, national origin, religious belief, sex, age, disability, or sexual orientation is prohibited.
   C. Individuals found in violation can be subject to action up to, and including, termination and eviction.

2. Weapons
   Possession of any firearm (including bb-guns, soft and hard pellet guns and starter pistols) is a felony and is prohibited on the premises of the University (Section 626.9, California Penal Code). The use and possession of Tasers is also prohibited. Additionally, the use of mace and pepper spray is also prohibited. The University prohibits deadly weapons, ammunition, knives, fireworks, explosives, and dangerous chemicals. Plastic guns or weapons that could be interpreted as actual weapons are not allowed. Individuals found in violation can be subject to action up to, and including, termination and eviction.

3. Complicity
   A. An individual is complicit in a policy violation if he/she is aware of its occurrence and has the ability to report the violation, but fails to do so.
B. It is a violation of University policy to solicit or assist another person in any act that would subject a student to disciplinary action.
C. Students are responsible for reporting any/all observed policy violations and/or breaches of state law.
D. Students should not passively remain in the presence of such violations.

4. Disorderly Conduct
Any behavior or expression that disrupts or obstructs the administrative, educational, or communal nature of the Housing Services complex is prohibited. This includes irresponsible, disruptive, or dangerous behavior towards persons or property that creates a health or safety problem. This also includes encouraging or provoking others to engage in abusive or irresponsible behavior.

5. Failure to Comply
A. Residents and their guests are required to comply with University staff requests when such an official is working within the performance of their duties.
B. Interfering with staff in the performance of their duties is also prohibited.
C. Failing to provide required information, documents, records or identification to university staff is prohibited.

6. Falsification
A. Falsifying, forging, altering, or misusing University documents records or identification is prohibited.
B. Providing false information to a University official is prohibited.

7. Smoking
A. Consistent with state law and university policy, smoking of tobacco products or e-cigarettes in or within twenty-five (25) feet of any residential community building is prohibited.
B. Smoking and proper disposal of cigarette butts should occur in designated smoking areas only. There are several designated smoking areas in the Housing portfolio. In Phase I/II the first (1st) is located in Phase II near the metal benches behind the basketball court, the second (2nd) is located in the alcove adjacent to the access road by the stairs leading to Lot 5, a third (3rd) is located next the trashcan on the stairs leading to lot 7A on the Phase II side of the lot, the fourth (4th) is located on the loop exiting to lot 7 behind apartments 101-105 (there is an umbrella table located in the grass next to the loop). There isn’t a location inside of the GEA gates that is 25 feet from the building. So no designated space exists there.
C. As outlined in the California State University Los Angeles Administrative Procedures Manual University Smoking Policy #006 which references a concern for the health of all members of the University community, smoking is not permitted in all enclosed indoor areas on campus or in any building on campus, with the exception of specially posted smoking areas approved by the Risk Management and Environmental Health and Safety Director. This includes all inside environments and exterior areas that are encompassed by the building footprint. This includes open balconies, foyers, stairway landings, rooftops and pedestrian bridges between buildings that begin and end at the building entrance/exit. Smoking is prohibited within twenty-five (25) feet of an outside entrance to a building, building opening (window, door, etc.) or mechanical ventilation system air-intake.
D. HOOKAHS ARE PROHIBITED

8. Gambling
Gambling is prohibited. Games ending in profit, monetary or otherwise, are not allowed.

9. Identification
Upon the request of University staff, residents and their guest/visitor if present shall identify themselves and present valid identification. Failure to provide identification may require that a person leave the area and the premises.
10. Obscene Matter
Display of “obscene matter” as defined in the California Penal Code (section 311), or items which may be disruptive to the community, is prohibited anywhere on campus.

11. Theft
Theft of University property or property belonging to a member of the University community is prohibited. Thefts should be immediately reported to University Police at (323) 343-3700 and Housing Services staff. Unauthorized use of food, internet services, phone services, or personal property will be considered theft and a violation of policy. For safety and theft prevention, students are required to lock the doors and windows in the bedroom and the common area space when they are not home (see “Access”). Windows and patio doors should also be locked when residents are not present or other times as necessary. Individuals found in violation can be subject to action up to, and including, termination and eviction.

12. Piracy
A. It is considered a felony and a violation of University policy to tamper with and/or gain unauthorized use of the satellite TV system provided by Housing Services.
B. As a master antenna hook-up is provided, television and radio antennas are not to be affixed to the roof of the premises or placed outside windows. No exterior wire, aerials, signs or similar objects are to be erected.

13. Evacuation
All residents must evacuate their apartment and building area immediately during the sounding of a fire alarm or upon the direction of a University staff member. The Housing Services Phase I and II Evacuation Assembly Point is in Parking Lot 7 in the far Northeast corner. The evacuation location for GEA is on the grassy median on Mariondale just South of GEA. Attempting to re-enter an apartment, community center, or mailroom area without permission of University or Housing Services staff is prohibited. Referral to University Police for criminal/legal action may also be a consequence for failing to comply with the evacuation policy.

14. Sexual Assault and Harassment – Zero Tolerance Policy
A. Sexual harassment towards any person is prohibited. Sexual harassment includes such behavior as unwanted sexual advances, sexual gestures, unwanted request for sexual favors, creating a hostile or offensive environment, and other unwanted verbal or physical conduct of a sexual nature directed towards another person.
B. Sexual assault, sexual battery, or rape of any person is prohibited. This behavior includes any sexual activity that is carried out without the express consent of the parties involved, including, but not limited to: attempted non-consensual penetration, non-consensual anal intercourse, fellatio, cunnilingus, or the insertion of a foreign object into the vagina, urethra, penis or rectum of another person.
C. Anyone under the influence of alcohol or drugs is incapable of giving consent to sexual activity.

15. Stalking, Physical/Written/Verbal Abuse And Harassment – Zero Tolerance Policy
A. Threats, assaults, or physical, psychological, verbal, or written (including electronic) abuse is prohibited.
B. Harassment in any form towards any person and/or group, through any medium (including electronic) is prohibited.
C. Stalking, repeatedly following, committing acts that alarm or annoy, communicating by mechanic or electronic means that serve no legitimate purpose, in a manner likely to harass, intimidate, annoy or alarm is prohibited.
STUDENT CONDUCT PROCESS

Housing Services strives to take an educational approach to student discipline. This includes providing information that residents need in order to function effectively as responsible members of the community. In the event that a resident chooses to violate housing policies, the Housing Services staff will take quick action to hold them accountable for their behavior. This is done both to assist the student in their personal development and to maintain the integrity of community living.

The following information describes the rights, responsibilities and procedures of the resident and the Housing Services staff in addressing inappropriate behavior and/or violations of housing policies.

DUE PROCESS

Due process insures that all residents are given an opportunity to address conduct alleged to be in violation of University and/or Housing Policies. Due process means a student will have the opportunity to know what allegations/violations are being brought against him/her, and have the opportunity to share his/her recollection of the incident.

RESIDENTS’ RESPONSIBILITIES

Housing Services and the University expect residents to assume responsibility in the student conduct process. Residents are expected to appear for disciplinary meetings with Housing Services staff. If the resident fails to appear, the conduct process will proceed without the benefit of his/her input and a decision/sanction will be issued based on the available information.

Throughout the student conduct process, the resident has the responsibility to present truthful information. Any resident found to have willfully presented false or misleading information will be subject to additional disciplinary action. Residents are expected to comply with sanctions issued at any level in the student conduct process. Residents are responsible for following the disciplinary process and meeting the deadlines in a timely manner. Refusing to follow, or ignoring the process/sanction, will result in further disciplinary action in addition to the sanctions from the original violations. Please note: at the discretion of Housing Services, a copy of an incident report may be released to a student whose names appear on the report.

RESIDENTS’ RIGHTS

Residents may expect the following:

1. To have knowledge of all alleged violations and have the alleged violations explained clearly and fully at every level of the student conduct process. The alleged violation will be noted via a Notice to Appear letter.
2. To be informed of all submitted written statements concerning the allegations. This information is conveyed at the disciplinary meeting.
3. To have an opportunity to give their side of the story and refute statements made by witnesses. This opportunity is provided at the disciplinary meeting. This information can be shared either before or after the disciplinary meeting.
4. To submit names of pertinent witnesses and other relevant supporting documents for review.
5. To have a fair and prompt disciplinary meeting. This notification will be in the form of a Notice to Appear letter.
6. To be notified promptly of the results of the disciplinary meeting. This will be in the form of a Decision letter.
7. To be advised of the appropriate appeal process, outlined in the Decision letter.
8. To potentially receive a copy of the Incident Report. Requests for Incident Reports should be made to the Associate Director for Residence Life. Housing Services has sole discretion as to the releasing of Incident Reports.
INCIDENT REPORT
The disciplinary procedures begin when an incident occurs which may be in violation of University and/or Housing Services policies. Housing Services staff will address the inappropriate behavior. Housing Services staff will subsequently report the violation to the Resident Director or designee via the Incident Report. This detailed report includes names and statements from witnesses and police report numbers, if applicable. Residents should check their email and can expect communication from Housing Services after an Incident Report has been completed by Housing Services Staff.

NOTICE TO APPEAR
In the case of most policy violations, the Resident Director, or designee will handle the disciplinary procedures. The resident will receive a Notice to Appear for a disciplinary hearing via email. The letter will include specific information as to the alleged policy violation; date of the incident; and appointment time or a deadline date to schedule the appointment. The resident is responsible for making an appointment and meeting with the Resident Director or designee by the stated deadline. If the resident fails to meet with the Resident Director or designee by the stated deadline, a decision/sanction regarding the resident’s involvement may be made based on the available information without the benefit of his/her input as stated in the Student Guide.

CONDUCT MEETING
During the disciplinary meeting, the resident will have an opportunity to hear and respond to the allegations. If the resident admits to the policy violation, the Resident Director or designee will issue a sanction. If a resident denies responsibility for an alleged policy violation, the Resident Director or designee must make a decision based on the information currently available. If the resident is found to be responsible, the Resident Director or designee will issue a sanction. The sanction issued by the Resident Director or designee may not include license termination or revocation, eviction, student suspension, and/or student dismissal; those sanctions will require referral of the matter to the CSULA Judicial Affairs Officer and/or the California State University Office of General Counsel for further investigation and handling before issuance to the Licensee.

APPEAL PROCESS
The resident has a right to appeal the decision to the Associate Director for Residence Life, or designee. The appeal must be submitted in writing within five (5) business days of the date on the Decision letter. The appeal letter submitted by the resident should be signed and dated and include the resident’s mailbox number, phone number, email address, and the basis for the appeal. Appeal meetings may be granted upon evaluation of the appeal letter. Appeals may be based on:

- Procedural error
- Clear abuse of the discretion of the Resident Director or designee, or
- Introduction of new evidence that was verifiably unattainable at the time of the hearing.

REFERRAL TO JUDICIAL AFFAIRS OFFICER AND/OR UNIVERSITY POLICE
Residents should be aware that concurrent judicial proceedings might occur for policy violations. Cases of a serious nature are referred to the Judicial Affairs Officer who has the authority to hear the case involving any student violation that occurs on campus. This process can result in the suspension or permanent dismissal of the student from the University.

Violations of city, county, state or federal laws may also result in civil proceedings or criminal charges. Please be aware that if something is illegal off-campus, it is illegal on campus. University property does not insulate residents from being accountable for their actions.

SANCTIONS
The following is a range of sanctions that may be issued for violations. Sanctions may be issued individually or in combination with each other. Sanctions will be issued based on the severity of the violation and individual disciplinary history.

FORMAL WARNING
Notice in writing that a given behavior is in violation of Housing Services or University policy.
RESTITUTION
A requirement to pay for costs incurred in cleaning, repairing, replacing, or refinishing damaged or missing.

MANDATORY ROOM CHANGE
The University reserves the right to change a student’s assignment to consolidate residents that are alone in a room and/or apartment to meet housing demand or to address repairs or maintenance.

This sanction is used when it is believed that a change of environment (relocation) will benefit the resident and the Housing Services community. This sanction will be considered for students involved in repeated violations of Housing Services policies; individuals involved in serious infractions of policy; or for individuals who consistently disrupt the communal nature of the apartment or the community. Residents who are required to change rooms need to complete their change within forty-eight (48) hours of picking up the keys to their new apartment in order to avoid charges for a lock change and served a written notice that they will not be permitted to enter into a new License Agreement with the university.

DENIAL OF FUTURE UNIVERSITY HOUSING (NON-RENEWAL OF LICENSE AGREEMENT)
Students with outstanding balances or involved in repeated violations of Housing Services policies, or students who have demonstrated behavior that negatively impacts the community living environment, may be denied future on-campus University Housing.

RESIDENT LIVING AGREEMENT
The Office of Housing Services provides the resident living agreement to ensure the quality of living within a residence coincides with the expectations of the residents who live there. This document is designed to provide its users the opportunity to establish some guidelines related to the details of their living arrangements.

Here are some basic guidelines for developing your agreement:
1. Schedule a time to talk and be sensitive to each other schedule
2. When discussing the agreement use “I statements” such as “I feel frustrated when you leave your dirty dishes in the sink”. Be very specific about the actions you dislike and how they affect you. Avoid accusations.
3. This agreement should be a group effort with everyone’s input being considered.
4. If additional writing space is necessary, there is an additional items and concerns section.
5. If you have any questions or difficulties in making compromises, please contact your RA.
6. Your RA will make a copy of the original.
7. Review the agreement regularly, especially with new roommates.
8. Post a copy on your trash closet cabinet door and provide the original to your RA.

HOUSING POLICY
Many of the discussions you will be having are in regards to topics for which Housing Services already has policies. We encourage you to review the Student Housing License Agreement and this Student Guide and confirm that your agreements comply with the housing policies already in place.

CLEANING SCHEDULE
Residents are expected to support a healthy and safe community environment and will be held responsible for maintaining a clean apartment. In addition to the Resident Living Agreement is the requirement to create and follow a cleaning schedule. One of the most common roommate conflicts is cleanliness and maintenance of the apartment. Following this schedule will help reduce this issue. If you and your roommates do not set up a cleaning schedule, your RA will complete one for you.

You may obtain a cleaning schedule form your RA or at the Housing Services Office.
WHAT IS CLEANING?
The following list is an example of expectations apartments may use in establishing their cleaning schedule. For health and safety reasons, most items should be done weekly, some daily. Anything that has food residue should be cleaned or removed on a daily basis to avoid any pests.

**Living Room**
- Furniture arranged properly
- Limited amount of personal items (clothes, books, etc.)
- Vacuum
- Empty Trash
- Clean Tables

**Dining Room**
- Furniture arranged properly
- Limited amount of personal items (clothes, books, dishes etc.)
- Vacuum
- Clean Table

**Patio**
- No accumulated trash outside
- Sweep outside
- No Housing furniture

**Kitchen**
- Dishes washed daily
- Microwave clean
- Trash emptied
- Counters wiped down and free from food items
- Oven clean
- Dishwasher clean
- Sweep/No trash on floors
- Mop

**Storage Room**
- Personal items labeled
- Sweep / Mop
- Neatly organized

**Bathroom**
- Clean tub/shower
- Sweep / mop floor
- Clean mirrors
- Clean toilet bowl
- Clean counters
- Empty trash

**Bedroom**
- Clean up
- Vacuum
- Empty trash

**Variations**
Residents in apartment jointly purchase cleaning supplies (sponges, cleaners, broom)
Residents purchase own cleaning items
Trash from kitchen and bathroom should be emptied a few times a week.
*Are residents responsible for washing their own dishes? How long can they sit on the counter before it is expected dishes will be washed?

**2014-2015 ACADEMIC YEAR CALENDAR**

<table>
<thead>
<tr>
<th></th>
<th>SUMMER 2014</th>
<th>FALL 2014</th>
<th>WINTER 2015</th>
<th>SPRING 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Move in</strong></td>
<td>June 22</td>
<td>Sept 20 (1st Yr Students)</td>
<td>Jan 4</td>
<td>March 29</td>
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<tr>
<td></td>
<td></td>
<td>Sept 23 (returning students)</td>
<td></td>
<td></td>
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<tr>
<td><strong>Classes begin</strong></td>
<td>June 23</td>
<td>Sept 25</td>
<td>Jan 5</td>
<td>March 30</td>
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<tr>
<td><strong>Finals week</strong></td>
<td>Sept 2 – 6</td>
<td>Dec 8-13</td>
<td>March 16-21</td>
<td>June 8-13</td>
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<tr>
<td><strong>Quarter break</strong></td>
<td>Sept 7-21</td>
<td>Dec 14 – Jan 4</td>
<td>March 22-29</td>
<td>June 14-21</td>
</tr>
</tbody>
</table>
Holidays and Campus Closures

- Independence Day - July 4, 2014
- Labor Day - September 3, 2014
- Veterans Day - November 11, 2014
- Thanksgiving - November 27-28, 2014
- Winter Holidays - December 22-26, 2014
- New Year’s Day - January 1, 2015
- Martin Luther King - January 19, 2015
- Cesar Chavez Day Observed - March 31, 2015
- Memorial Day - May 25, 2015

APARTMENT MAINTENANCE DO’S AND DON’TS

**DISHWASHER**

- Do use only soap designed for dishwashers, not any other kind of soap in your dishwasher. Using other soap will cause flooding in your apartment.
- Do rinse the food off your dirty dishes before you put them in the dishwasher. Large amounts of food can damage the machine and will lower the quality of the finished dishes.
- Do put only "Dishwasher Safe" items in the dishwasher. If you are not sure, do not risk damage to the item or the dishwasher unit. Wash those items by hand.

**GARBAGE DISPOSAL AND KITCHEN SINK**

- Do not put any oil or oil compounds down the drain. Oil will damage your plumbing and may cause flooding. Place used cooking oil in an old jar or plastic container. Dispose of it in a trash dumpster.
- Do not put large amounts of vegetable or fruit peelings in the garbage disposal. It will damage the plumbing and cause flooding in your apartment.
- Do not place large amounts of starchy items such as rice and pasta into the garbage disposal as it will clog. Dispose of rice or pasta in the trash.
- Do run your garbage disposal only when the water is on. It keeps waste moving out of your apartment.
- Do not put anything hard like bones or metal objects in the garbage disposal.
- You can put liquid dish soap down the drain before you go to sleep at night or small, thin slices of lemon that have been peeled.
- Do not try to repair a clog yourself. Complete a Work Order instead.

**MICROWAVE OVEN**

- Do not ever put anything metal or metallic in the microwave, like foil, teabags with staples attached, ceramics, paper goods and pots.
- Do not run the microwave when there is nothing inside. This will damage the unit.
- Do clean your microwave often.

**TOILET**

- Do borrow a plunger to use on the toilet if it is clogged.
- Do not flush anything that is not supposed to be flushed. Everything else should go in the garbage.
- If your toilet overflows, either it is blocked or the water is coming from upstairs. If it is blocked, then only the water from your toilet will overflow, and nothing more. Borrow a plunger from the CIC, and see if you can get it unblocked. If you do not know how to use a plunger, or plunging does not seem to unblock it, report it to the Community Information Center or the RA on-duty.
• If the toilet overflows and water continues to come out of the toilet, even after the amount of water that should have been in your toilet has already overflowed, or if water is coming out when no one flushed the toilet, you may have a blockage at the main line for your building. This means that water is coming out of your toilet from upstairs. Tell your immediate upstairs neighbors (both floors that are above you if you are in a three (3) story building) not to use their sinks, showers, or toilets, until they hear that it is okay, then get help from the Community Information Desk or the RA on-duty.

HEATING AND AIR CONDITIONING
• Cooling your apartment is best achieved when all the doors (except bedroom) and windows are closed while you are in your apartment. If you leave the machine in the "ON" position, its output of cold air will gradually decrease until it is just a fan. Set your air conditioner on "AUTO" and talk with your housemates about how cold you like your apartment. Compromise! You can save energy by leaving your air conditioner off when no one is home, and closing your shades during the day.
• Your heater is designed to work with the doors and windows all closed. You can save energy by leaving your heater off when no one is home. Talk with your housemates about how warm you like your apartment. Compromise!

COMMON HOUSING ACRONYMS
• ASI - Associated Students Incorporated: CSULA student government
• ACR - Apartment Condition Report: This report is provided when you move into your apartment so that you will have a sense of what your apartment looked like prior to your arrival. You should check the ACR for any discrepancies. Note those discrepancies on the ACR, if applicable. Return the ACR to the Housing Service Office (only if you noted discrepancies within forty-eight (48) hours).
• CIC - Community Information Center
• RA - Resident Assistant: Student staff member who provides peer counseling and advice, mediates roommate conflicts, programming, and enforces Housing Services policies.
• RD - Resident Director: Full time professional staff who supervises the RAs, provides counseling and advice, mediates roommate conflicts, coordinates programs, and hears conduct cases for residents.
• RHA - Residence Hall Association: the student government for Housing. They meet to discuss important issues in Housing, plan events, activities and represent residents. You are welcome to attend meetings, and encouraged to represent your building or area.

OFF-CAMPUS LOCAL SERVICES (NOT AFFILIATED WITH THE UNIVERSITY)
• Emergency 911
• ACT-Alhambra Community Transit 626-289-1220
• Alhambra Community Hospital 626-570-1606
• Time Warner Cable 888-892-2253
• AT&T Telephone Service 800-288-2020
• Citibank 626-289-4402
• Fiesta Taxi 877-722-2122
• LA Fire Department 213-978-3800
• LAC + USC Medical Center (ER) 323-226-6675
• LAX (Los Angeles Airport) 310-646-5252
• Prime Time Shuttle 800-733-8267
• SuperShuttle (General Information) 800-258-3826
• US Post Office 323-226-0094
• White Memorial Hospital 323-268-5000
PROJECT SAFE has provided the following information

Project SAFE

Project SAFE is Cal State L.A.’s domestic and sexual violence prevention and intervention program. Project SAFE is a collaborative effort among Cal State L.A.’s Student Health Center, University Police, Cross Cultural Centers, Center for Student Involvement and community partners, including the East Los Angeles Women’s Center.

VIOLENCE AGAINST WOMEN AND MEN

Dating and Domestic Violence
- Every year, almost five (5) million physical and sexual assaults are committed against women by their intimate partners.
- Each year, three (3) million physical and sexual assaults are perpetrated against men by their intimate partners.
- The highest rates of dating/domestic violence are experienced by women ages sixteen to twenty-four (16 – 24).
- Between one-fourth and one-third of all lesbian, gay, bisexual, and transgender individuals experience domestic violence.
- Women with disabilities experience abuse of longer duration compared to women without disabilities.

Dating and domestic violence are crimes which comprise abusive behaviors committed by an intimate partner (e.g., [ex-] boy/girl-friend, [ex-] spouse/domestic partner) or family member. They consist of: threats of harm against you or others; hitting or kicking you; sexually assaulting you; stalking you; murder; and other criminal behaviors. More subtle abusive acts include your “partner” humiliating you, controlling what you wear or who you can socialize with or talk to, calling you names, withholding affection to punish you, threatening suicide, and other possessive and controlling acts. Perpetrators will often apologize and appear to make amends, but over time the violence generally escalates in frequency and severity.

Sexual Assault
- College women are at higher risk for sexual violence than women of the same age who do not attend college.
- It is estimated that male students comprise about ten (10) % of collegiate sexual assault victims.
- Most perpetrators are known to the victim (i.e., an acquaintance).
- Sexual assault is the most common violence crime committed on college and university campuses.
- Women with disabilities are at increased risk for sexual violence.
- The majority of sexual violence incidents take place in a residence (on- or off-campus).

Sexual assault is a crime that occurs when someone uses force, threats, coercion, alcohol or other drugs, or verbal pressure to kiss you, touch your private parts, fondle you, rub against you; put a finger or object in your genitals or anus; put their mouth or tongue in contact with your genitals or anus, or make you put your mouth or tongue in contact with their genitals or anus; or penetrate you sexually.

Stalking
- Almost three and a half (3.5) million individuals are stalked each year.
- The highest stalking victimization rates are experienced by women and men eighteen to twenty-four (18-24) years of age.
Stalking is a crime. It includes someone repeatedly following you, watching you, phoning you, writing or e-mailing you, or communicating with you in other ways that seem obsessive or make you afraid or concerned for your safety. For example, it could be someone showing up where you are, even though this person has no business being there; leaving unwanted items for you to find; making unsolicited phone calls; following or spying on you; vandalizing your property; or making threats against family, friends, or pets.

**What You Can Do To Help Stop Domestic and Sexual Violence**
- Recognize that no one deserves to be sexually assaulted, stalked, or victimized in any way
- Don’t commit any behavior that may be considered dating/domestic violence, sexual assault, stalking, or any other form of violence
- Never use force, coercion, threats, alcohol or other drugs to engage in sexual activity
- Take responsibility for your actions
- Avoid alcohol and other drugs
- Remember ‘no’ means NO! and ‘stop’ means STOP!
- Report incidents of violence to law enforcement and campus authorities
- Discuss dating/domestic violence, sexual assault, and stalking with friends—speak out against violence and clear up misconceptions
- Don’t mistake submission for consent

**Myths & Facts About Domestic and Sexual Violence**

*Myth:* It isn’t really a crime if a woman or man is raped by someone she/he has had sex with before.
*FACT:* Sex without consent is a crime, regardless of who commits the rape. Consent for all sexual activity must be given for every encounter and cannot be assumed. In addition, California law allows for consent to be withdrawn at any time, including after penetration.

*Myth:* Sexual assault is an expression of passion.
*Fact:* Sexual assault is a crime that uses power and control to dominate, humiliate and punish.

*Myth:* Rape is an impulsive, uncontrollable act of sexual gratification.
*Fact:* Most rapes are planned and motivated by aggression, dominance and hatred, not sex.

*Myth:* Stalking is a nuisance, but if you ignore it the stalker will quit.
*Fact:* A person may be stalked by someone they know or by a complete stranger. In either case, stalking is a serious threat to personal safety and typically escalates without intervention. Stalking episodes can last over two years. In some cases stalkers kill their victims.

*Myth:* If a woman or man is being abused, their situation can’t be all that bad if they stay in the relationship.
*Fact:* There are many reasons why a woman or man may stay in an abusive relationship. She or he may be afraid. They may feel ashamed even though what they are going through is not their fault. The victim may also be financially dependent on her or his abuser. While some victims are able to successfully leave their abusers, for others, the process of leaving is extremely dangerous and can be deadly.

*Myth:* Women are to blame for putting themselves into situations that lead to sexual assault: staying out late, drinking, using drugs, going out alone, talking to strangers.
*Fact:* Women are not to blame. No woman (or man) does anything to “ask for” or deserve being sexually assaulted. Responsibility lies completely with the perpetrator.

**What You Can Do To Help Minimize Your Risk of Becoming a Victim**
- Be aware. Does your partner: threaten to hurt you or your children? Say it’s your fault if he or she hits you, then promises it won’t happen again (but it does)? Put you down in public? Force you to have sex when you don’t want to? Follow you? Send you unwanted messages and gifts?
- Be assertive. Speak up.
- Stay sober and watch out for dates and/or anyone who tries to get you drunk or high.
- Clearly communicate limits to partners.
• Never leave a party with someone you don’t know well.
• Trust your feelings. If it feels wrong, it probably is.
• Learn all you can and talk with your friends. Help them stay safe.
• Report incidents of violence to law enforcement and campus authorities.

What You Can Do If You Are a Victim

Dating/Domestic Violence
• Let trusted friends and neighbors know of your situation, and develop a plan and visual signal for when you need help.
• During an assault, do what you can to stay away from the kitchen (the abuser can find weapons, such as knives) and rooms where you may become trapped. Try to reach a phone.
• If violence is unavoidable, make yourself a small target; dive into a corner and curl up into a ball with your face protected and arms around each side of your head, fingers entwined.

In General
• Go to a safe place as soon as possible.
• Report the crime to University Police or local law enforcement. Call a domestic violence, sexual assault, or stalking hotline.
• Preserve evidence.
• Call a friend for help.
• Know that you are not at fault. You did not cause the abuse to occur, and you are not responsible for the violent behavior of someone else.
• Teach your children how to get to safety and call 9-1-1.
• Practice how to get out safely. Practice with your children.

Sexual Assault
No one can tell you whether you should resist, fight back, or submit. Your best choice is what you believe will ensure your survival. Remain as calm as possible and keep assessing the situation as it happens.
During an assault you might consider these actions:
• Negotiate or stall for time.
• Distract the assailant and escape to a safe place.
• Scream to attract attention.
• Use physical resistance.
• Submit—it’s very important to know that submission is not the same as giving consent.

Stalking
• Tell friends, family and coworkers about your situation. Let them know not to give anyone information about your schedule.
• Vary your daily schedule as much as you can and change your travel routes.
• Get rides to school/work with friends or family.
• Save all e-mails, correspondence, voice messages, and gifts for evidence.
• Change your e-mail address, if necessary. Choose a gender-neutral name. Don’t complete online profiles.
• Keep a log of all stalking incidents.

Reporting Dating/Domestic Violence, Sexual Assault & Stalking
Cal State L.A. students, faculty, and staff are strongly encouraged to report all campus-related incidents of dating/domestic violence, sexual assault, and stalking to University Police or local law enforcement and the Office for Equity and Diversity. Reporting these crimes can help do the following:
• Protect the victim’s safety.
• Ensure the victim receives proper medical care, support services, and information regarding her/his rights.
• Stop the perpetrator from committing future assaults.
Perpetrator Sanctions
Perpetrators of dating/domestic violence, sexual assault, stalking, and other forms of violence are subject to campus disciplinary action, up to and including expulsion and employment termination. In addition, perpetrators are subject to arrest by University Police or local law enforcement authorities and criminal prosecution. Perpetrators may also face civil prosecution.

Victims’ Rights
All crime victims have rights granted by federal and state law. Specific campus-related rights afforded to sexual assault victims (whether student, faculty, or staff) by the Campus Sexual Assault Victims' Bill of Rights (a component of the Clery Act) and California Education Code §67380-67385.7 include:
- Assistance in notifying law enforcement (University Police or a local law police agency), if requested.
- Notification regarding:
  - The importance of preserving evidence.
  - Campus personnel to be notified.
  - University confidentiality and case management procedures.
  - University legal reporting requirements.
  - On-campus and community victim support services.
- The right to:
  - Change academic and housing situations, if requested and reasonably available.
  - Pursue criminal prosecution and civil litigation.
  - Receive the Cal State L.A. Policy on Sexual Assault.
- Being informed of Information regarding campus judicial options and procedures.
  - The right to have the same opportunities as the accused individual to have others present during disciplinary proceedings.
  - The right to be informed of the results of disciplinary proceedings.

Options Following a Sexual Assault or Rape On or Off Campus:
- GO TO a safe place and call the University Police or your local police department.
- DO NOT shower, bathe, douche, wash your mouth, or do anything else that might destroy evidence.
- DO NOT change or destroy clothing—if you feel you must change your clothes, place each item of clothing removed in a separate paper bag.
- DO NOT clean or straighten up your house or any other area, if it was the scene of the assault—do not touch areas that the rapist may have touched.
- DO NOT destroy or discard sheets and towels you may have used.
- SEEK medical attention by going to a hospital emergency room for evidence collection, medical care, and information on screening for sexually transmitted infections and/or pregnancy.
- CALL a rape treatment center hotline—counselors are available twenty-four (24) hours a day to provide rape crisis counseling and information regarding your options.

Domestic Violence, Sexual Assault Stalking Treatment Centers and 24-Hour Hotlines
- Center for the Pacific Asian Family: (800) 339-3940
- East Los Angeles Women's Center: (800) 585-6231
- L.A. Stalking Hotline—Peace Over Violence/
- L.A. County District Attorney's Office: (213) 626-3393
- National Domestic Violence Hotline: www.ndvh.org
- National Sexual Assault Hotline: (800) 656-HOPE (4673) and www.rainn.org
- Santa Monica-UCLA Medical Center Rape Treatment Center: (310) 319-4000
- Peace Over Violence: (310) 392-8381

Services Provided:
Twenty-four (24) hour dating/domestic violence, sexual assault, and stalking hotlines, accompaniment for hospital/law enforcement/court appearances, and short-term confidential counseling. These agencies also provide 24-hour hotlines and other services for male victims of domestic violence, sexual assault, and stalking. Call for more information.
On-campus Services for Victims of Dating/Domestic Violence, Sexual Assault and Stalking

Confidential and anonymous dating/domestic violence, sexual assault, and stalking counseling:
- Student Health Center, Information: (323) 343-3300, Appointments: (323) 343-3302

Criminal reporting, transportation to emergency room, and protective orders:
- University Police, Bldg. C: (323) 343-3700
- 9-1-1 for emergencies

Enrollment modification:
- Office of Enrollment Services—Administration 146: (323) 343-3840
- Student Health Center, Information: (323) 343-3300, Appointments: (323) 343-3302

Filing of campus-related dating/domestic violence, sexual assault, and stalking disciplinary complaints:
- Judicial Affairs, Student Affairs 117: (323) 343-3103
- Office for Equity and Diversity, Administration 606: (323) 343-3040

Information about dating/domestic violence, sexual assault, stalking prevention and victims’ rights, resources, and services:
- Office for Students with Disabilities, Student Affairs 127: (323) 343-3140
- Office of the Vice President for Student Affairs, Student Affairs 108: (323) 343-3100
- Student Health Center, Information: (323) 343-3300, Appointments: (323) 343-3302
- University Police, Bldg. C: 9-1-1 or (323) 343-3700
- Gender and Sexuality Resource Center, University Student Union, Room 206: (323) 343-3370

Medical services (first aid, emergency contraception, HIV & STD testing and treatment, other):
- Student Health Center, Information: (323) 343-3300, Appointments: (323) 343-3302
- On-campus housing modification:
- Housing Services, Phase II Office: (323) 343-4800

Project SAFE was originally supported by Grant No. 2002-WA-BX-0012 awarded by the Office on Violence Against Women, U.S. Department of Justice. Points of view in this document do not necessarily represent the official position or policies of the U.S. Department of Justice. For more information visit [www.calstatela.edu/univ/htth-ctr/hpec-safe.htm](http://www.calstatela.edu/univ/htth-ctr/hpec-safe.htm).

References available upon request.
In an emergency, residents need to evacuate to Parking Lot 7.
The evacuation assembly point for GEA is on the grassy median on Mariondale, just south of GEA.