

Resident Handbook

CSUSM
HOUSING

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Welcome Home

There's a lot to look forward to about living on campus. You'll be close to everything — your classes, your peers, your resources — and you'll be part of a community that genuinely wants to see you succeed.

This handbook is your go-to guide for life in CSUSM Housing. It covers everything from how to submit a maintenance request to what to do in an emergency. We've written it to be as clear and useful as possible, but our team is always here if you have questions that aren't answered here.

Living on campus is one of the best investments you can make in your college experience. Research consistently shows that students who live on campus build stronger connections, develop important life skills, and perform better academically. We're glad you're here, and we're committed to making this a great place to live, learn, and thrive.

We wish you all the best in the year ahead.

The CSUSM Housing Team

How to Use This Handbook

This handbook is organized to follow your experience as a resident — from moving in and settling into daily life, all the way through community expectations and how we handle conduct. You don't need to read it front to back, but we encourage you to at least skim each section so you know where to find things when you need them.

This handbook is incorporated as part of your Housing License Agreement. In the event of any conflict between the two, the License Agreement controls.

If you ever can't find what you're looking for, reach out to your Community Advisor, contact your community's service desk, or email us at housing@csusm.edu.

Quick Reference: Key Contacts

Housing Central Office

Location: Extended Learning Building (ELB), 5th Floor

Hours: Monday–Friday, 8:00 AM–5:00 PM (closed weekends, campus holidays, and campus closures)

Phone: 760-750-3711

Email: housing@csusm.edu

On-Call Community Advisors

Available every night, 5:00 PM – 8:00 AM

Community	Phone
University Village Apartments (UVA)	760-750-6400
The QUAD	760-750-3733
North Commons	760-891-9825
Black Oak Hall	760-891-6513

Service Desks

For mail and packages, equipment checkout, and maintenance concerns

Community	Phone
University Village Apartments (UVA)	760-750-3800
The QUAD	760-750-3730
North Commons	760-750-8310
Black Oak Hall	760-750-3801

University Police Department

Sworn law enforcement, available 24 hours a day

Emergencies	9-1-1
Non-Emergencies	760-750-4567
Safety Escorts (Community Safety Officers)	760-750-4567

Other Campus Resources

Resource	Phone
APIDA Center	760-750-7958
American Indian Student Center (The Nest)	760-750-7541
Associated Students, Inc.	760-750-4990
Black Student Center	760-750-3675
Bookstore	760-750-4730

Resource	Phone
Career Center	760-750-4900
Clark Field House	760-750-7400
Cougar Central	760-750-4848
Cross Cultural Center	760-750-4958
Dean of Students	760-750-4935
Dining Services	760-750-4764
Disability Support Services	760-750-4905
EOP	760-750-4861
Financial Aid	760-750-4850
Help Desk	760-750-6505
IITS	760-750-4775
International Student Advising	760-750-8861
Latinx Center	760-750-3670
LGBTQA Pride Center	760-750-3077
Library	760-750-4340
Math Lab	760-750-4101
Parking & Commuter Services	760-750-7500
Pride Center	760-750-3077
Sexual Violence Advocate & Educator	760-750-4915
Student Health & Counseling Services	760-750-4915
Student Leadership and Involvement Center (SLIC)	760-750-4970
Veterans Center	760-750-4827
Women & Gender Equity Center	760-750-4988
Writing Center	760-750-4168

Section 1: Your Community & Team

The People Behind CSUSM Housing

CSUSM Housing is part of both the Division of Student Affairs and CSUSM Corporation. Our team includes professional staff who work in our central office, as well as a dedicated residential team who live and work alongside you in the communities every day.

Central Office Leadership

Our central office is located on the 5th floor of the Extended Learning Building (ELB). The leadership team oversees all aspects of housing operations, facilities, and residential education.

Name	Role	Contact
Dr. Travis Douglas	Executive Director	tdouglas@csusm.edu 760-750-3709
Dr. Allie Serrano	Director of Residential Education	aserrano@csusm.edu 760-750-3736
Christine Boaz	Director of Operations & Facilities	cjboaz@csusm.edu 760-750-3712

The central office handles licensing, room assignments, roommate matching, billing, and installment payments. Staff are available Monday through Friday, 8:00 AM to 5:00 PM.

Community Directors

Community Directors (CDs) are professional staff members who live on campus. They supervise student staff, oversee the day-to-day management of their communities, support residents through difficult situations, and administer the housing conduct process. If you're navigating something complex — a serious roommate conflict, a personal crisis, or a conduct matter — your CD is a great person to talk to.

University Village Apartments

Name	Email	Phone
Jemefer Cruz	jacruz@csusm.edu	760-750-8326
Gianna Metz	gmetz@csusm.edu	760-750-3717

The QUAD

Name	Email	Phone
Stephanie Clewer	sclewer@csusm.edu	760-750-3714
Carolina Machado	cmachado@csusm.edu	760-750-3711

North Commons

Name	Email	Phone
Frank Villarreal	fvillarreal@csusm.edu	760-750-4179

Black Oak Hall

Name	Email	Phone
Joe Santangelo	jsantangelo@csusm.edu	760-750-3740

Community Advisors

Community Advisors (CAs) are student leaders who live in the communities alongside you. They're selected for their leadership skills and their genuine care for other residents. CAs are your first point of contact for everyday questions and concerns — things like roommate friction, finding your footing in a new community, or just figuring out where to go for help.

CAs are also on call every night from 5:00 PM to 8:00 AM weekdays and 24 hours on weekends. You'll find their on-call numbers in the Quick Reference section at the front of this handbook.

Residential Academic Mentors

Residential Academic Mentors (RAMs) are undergraduate student leaders focused on your academic success. They offer one-on-one conversations to help you map out your academic plan, connect with campus support services, and stay on track toward your degree. If you're feeling uncertain about your path or just want to talk through your options, a RAM is a wonderful resource.

Residence Hall Council

The Residence Hall Council (RHC) is the voice of the residential community. Made up of representatives from each community, RHC advocates for residents, organizes events and programs throughout the year, and allocates funding from resident fees for community activities.

Getting involved in RHC is one of the best ways to shape your living environment and build leadership skills at the same time. Elections for building representatives take place each fall, and Executive Board applications open in the spring.

To learn more about meeting times, upcoming events, or how to get involved, talk to your CA or CD.

Live, Learn & Thrive

CSUSM Housing has developed a residential curriculum built around three simple ideas: that living on campus should help you live well with others, learn and grow academically, and thrive as a whole person.

Everything our team does — the programs they run, the conversations they have, the support they offer — is grounded in these goals. Here's what they mean in practice.

Live — Understanding and appreciating the perspectives of those around you, building the ability to navigate conflict with roommates and neighbors, and contributing positively to your community.

Learn — Taking ownership of your choices, engaging with diverse ideas, and developing yourself as a thoughtful, inclusive leader.

Thrive — Managing your wellbeing, finances, and communication skills so you're equipped to handle both the everyday and the unexpected.

This curriculum connects to the broader mission of the Division of Student Affairs, which is to transform lives, one student at a time — by championing student success, promoting wellbeing, and cultivating a genuine sense of belonging for everyone in our community.

Section 2: Moving In & Getting Settled

Your Keys & Access Card

When you move in, you'll receive three things: an access card or fob to enter your building and common areas, a bedroom key, and a mailbox key. These are your responsibility — keep them with you and never lend them to anyone else.

If you lose your access card, fob, or any key, report it to your community's service desk or your CA right away so we can take steps to keep your space secure.

A few important things to know:

Item	Cost
Lockout assistance	\$15 per occurrence
Bedroom key replacement	\$50
Mailbox key replacement	\$30
Access card replacement	\$30

- You may not make copies or duplicates of any key or access card at any time.
- Taping, jamming, or propping open doors is prohibited and can put the whole community at risk.
- When you check out, all keys and access cards must be returned. Unreturned items will result in replacement charges.

Never let someone you don't know follow you through a building entrance or gate. If someone needs access, direct them to contact their host or the CA on duty.

Your Room Condition Report

Shortly after move-in, you should complete and submit your Room Condition Report (RCR). Instructions will be sent to your CSUSM student email explaining how to complete this. This is a record of the condition of your room when you arrived. To avoid being billed for pre-existing issues, you need to ensure that the report is accurate. When you move out, the information in the report will be used to assess whether you owe any fees for cleaning or damages.

Mail, Packages & Deliveries

Each community has a service desk that handles incoming mail and packages. Here's what you need to know to make sure your deliveries reach you smoothly.

Mailing Addresses

University Village Apartments (UVA)

Your Name

305 Campus View Drive, Apt #

San Marcos, CA 92078

The QUAD

Your Name

200 East Barham Drive, Apt #

San Marcos, CA 92078

North Commons

Your Name

190 E Barham Drive, Rm #

San Marcos, CA 92078

Black Oak Hall

Your Name

303 Campus View Drive, Rm #

San Marcos, CA 92078

Package Pickup

Mail is delivered daily and picked up by 3:00 PM, Monday through Friday, excluding holidays. Packages are available for pickup during service desk hours and require a photo ID.

The QUAD, North Commons, and Black Oak Hall are equipped with Parcel Pending package lockers. If you live in one of these communities, you must register with Parcel Pending before any packages can be accepted on your behalf — unregistered packages will be returned to the sender.

University Village Apartments (UVA) residents pick up packages at the service desk located in Building A. Photo ID is required.

Packages not picked up within 30 days will be returned to the sender or disposed of if they cannot be returned. CSUSM Housing is not responsible for loss, theft, damage, or delays in delivery.

Mail Forwarding

USPS will not forward mail from CSUSM Housing addresses. It's your responsibility to update your mailing address with anyone sending you mail before you move out.

Staying Connected: Your CSUSM Email

CSUSM Housing uses your university email for all official communications. Important notices, updates, and conduct-related correspondence will all come through email, so please check your inbox regularly. Delivery of information to your email address on file constitutes official notice.

Renters Insurance

Living on campus is generally safe, but unfortunate things do happen — theft, accidental damage, fires, and water damage can affect anyone, even in a secure community. When a loss like this occurs, replacing personal belongings such as a laptop, phone, or clothing can be a significant and unexpected expense. Renters insurance can help by covering the cost to repair or replace your items, so you're not left paying out of pocket at an already stressful time.

We strongly encourage every resident to have renters insurance in place before moving in. You may already be covered under a parent or guardian's homeowners or renters policy — it's worth checking before purchasing a separate plan.

CSUSM Housing has partnered with GradGuard to offer an affordable renters insurance plan designed specifically for college students, underwritten by Markel® American Insurance Company. Coverage begins as soon as you move in and includes:

- Worldwide property coverage, including electronics
- Protection against theft, fire, water, and smoke damage
- Liability protection
- Low \$100 deductible
- Preferred rates for CSUSM Housing residents

Please be aware that your License Agreement makes clear that CSUSM Housing is not liable for loss or damage to your personal property, and that no security system — including cameras, controlled access gates, or electronic safety devices — can provide full protection against crime. Renters insurance ensures you're protected if something goes wrong.

To learn more or get a quote, visit gradguard.com/csusm.

Your Furniture & Space

All units come fully furnished. The furniture in your space is CSUSM Housing property, so please treat it with care. Here's what you need to know:

- Furniture must stay in your unit and may not be removed.
- Any furniture that is not secured to the wall may be rearranged, as long as it doesn't block any doorway, window, or exit pathway.
- Beds must stay on their frames — no stacking beds on top of desks or dressers, and no cinder blocks.
- Before you check out, furniture must be returned to its original arrangement.

If you have a medical or physical condition that affects how you can use your furniture, let CSUSM Housing know as soon as possible. You may be asked to provide documentation to support an alternative accommodation.

Bunk and Lofted Beds

Your bed may be bunked or lofted, raising your sleeping surface. Safety rails and a ladder are provided — please use them, and don't remove them. When getting in or out of a lofted or bunked bed, always face the ladder.

- Use the provided ladders to enter and exit the bed. For your safety, face the ladder to enter and exit.
- Don't hang items on the ladder that could cause you to trip or fall.
- Mattress toppers must leave at least 5 inches of clearance between the top of the topper and the top of the safety rail.
- Your bed placement must never block a doorway, window, or exit path that may be needed during a fire or other emergency.
- Don't bring your own mattress without written approval from CSUSM Housing staff.

By using a bunked or lofted bed, you accept the associated risks and agree to hold CSUSM Housing harmless from any related injury or liability. If you have concerns about your bed configuration, contact us at 760-750-3711.

Personalizing Your Room

We want your space to feel like home. Residents are welcome to decorate their bedrooms and shared living areas — just keep the following in mind to avoid damage charges when you move out.

What's allowed:

- Up to 10 push pins, used with care

What's not allowed:

- Hooks, screws, nails, tape, tacks, staples, Command Strips, or adhesive LED light strips — all of these damage walls and surfaces
- Anything attached to or hanging from the ceiling, including posters, tapestries, sheets, fishnets, or parachutes
- Decorations on windows or inside window frames, including flags, signs, posters, or stickers
- Curtains hung from windows or the ceiling
- Live holiday decorations such as trees or wreaths
- Dartboards
- Exterior wires, satellite dishes, or aerials

Decorations must never block a doorway, window, or exit path, and must not create any safety hazard. You are financially responsible for the full cost of repairing any damage caused by your decorations.

When You Move Out

Here's what you need to know before you go to assure a smooth move-out process.

Check-Out Deadline

Check-out deadlines will be posted to the CSUSM Housing website and communicated to residents via their CSUSM email as the end of the term approaches. You are expected to vacate your space and complete the check-out process by that date and time.

Requesting a Check-Out Extension

If you need to stay beyond the published check-out deadline, you must request an extension in advance. Extensions are not guaranteed and are subject to availability — particularly at the end of the academic year when turnover and cleaning schedules are tight. If your extension request is not approved, you must vacate your space by the deadline that has been communicated to you. To request an extension, contact your community's service desk or the central housing office as early as possible. Additional charges may apply for approved extensions.

Keys, Fobs & Access Cards

All keys, access fobs, and access cards must be returned at the time of check-out. Unreturned items will result in replacement charges billed to your account. Keys and access cards must be returned in person — do not leave them in your room or slip them under a door.

Cleaning & Personal Belongings

Your space must be left clean and completely cleared of all personal belongings at check-out. This includes:

- Removing all food, clothing, and personal items from your room and any shared spaces.
- Cleaning your bedroom, bathroom, and any shared areas of the apartment.
- Returning all furniture to its original arrangement.
- Removing any decorations and addressing any minor damage you may have caused.

Items left behind after check-out will be disposed of, and you may be charged for the cost of removal and cleaning. Damage beyond normal wear and tear will be billed to your account following a move-out inspection.

Summer Storage

CSUSM Housing does not provide summer storage. If you need to store belongings over the summer, a number of local self-storage facilities in the San Marcos area offer affordable options. We recommend searching for options early, as availability can be limited at the end of the academic year.

Updating Your Mailing Address

As noted in the mail section of this handbook, USPS will not forward mail sent to your CSUSM Housing address. Before you leave, update your address with anyone who sends you mail, including banks, subscription services, and any government agencies.

Section 3: Daily Living

Amenities

Your community comes with a number of shared amenities designed to make daily life more comfortable and enjoyable. Here's what's available and how to make the most of them.

Fitness Rooms

- Proper athletic attire is required. Shirts and shoes must be worn at all times.
- Food is not permitted in the fitness rooms — water is the exception.
- Use equipment as it was intended, and don't attempt to repair equipment yourself. Report any maintenance issues to community staff right away.
- Use of the fitness facilities is at your own risk. If you're just starting a new exercise program, it's a good idea to check in with a doctor first.
- UVA residents: Before using the spinning room, you'll need to watch a short instructional video, available through Campus Rec.

Laundry Rooms

- Laundry rooms are open 24 hours a day and are free of charge.
- Laundry facilities are for resident use only.
- Remove your laundry promptly when your cycle is done.
- Dyeing fabric or other materials in the laundry rooms is prohibited.
- CSUSM Housing is not responsible for lost or damaged items, so keep an eye on your laundry.
- If you experience a problem with any machine, contact the service desk during business hours.

Swimming Pools

Pools are located at University Village Apartments (UVA) and The QUAD, and are open daily from 10:00 AM to 10:00 PM. Black Oak Hall residents are welcome to use the UVA pool. Pools are available for residents and their guests, and guests must be accompanied by their host at all times.

- Bathing suits must be worn at all times.
- Diving is prohibited.
- Lifeguards are not on duty — all residents and guests swim at their own risk.
- Please do not use the pool if you have an active ear, nose, throat, respiratory, or skin infection, any open wounds, or current or recent diarrhea (within the past 14 days).
- CSUSM Housing reserves the right to deny use of the pool for health, safety, or public nuisance reasons at any time.

Failure to follow pool rules may result in loss of pool privileges and/or referral to the housing conduct process.

BBQs & Fire Pits

Grilling is available in designated outdoor areas and is a great way to enjoy the community spaces — with one important rule: grilling may only be done by CSUSM Housing staff. This policy is in place to keep everyone safe.

Personal or charcoal grills are not permitted. Fire pits or BBQs dug into the ground, or placed on balconies or walkways, are not allowed at any time.

Vending Machines

Snack, drink, and health product vending machines are located throughout each community. If a machine isn't working properly, let the service desk know. Tampering with or vandalizing vending machines will result in fines and disciplinary action.

Dining

Whether you're in an apartment community or a residence hall, there are plenty of ways to eat well on campus without going far.

Kwila Dining

Kwila Dining is the primary dining hall on campus and is a great option for residents looking for a full meal any day of the week.

Monday – Friday

Meal	Hours
Breakfast	7:00 AM – 10:00 AM
Lunch	11:00 AM – 2:00 PM
Dinner	5:00 PM – 8:00 PM

Saturday – Sunday

Meal	Hours
Brunch	10:00 AM – 2:00 PM
Dinner	5:00 PM – 8:00 PM

University Student Union

The University Student Union is home to several additional dining options, including Kalamata, Hilltop Grille, Panda Express, Qdoba, Starbucks, and Crash's Market. Hours vary by location.

Please note that dining hours and availability may be reduced during break periods and campus closures. See the Break Periods & Campus Closures section of this handbook for more information.

Utilities, Appliances & Energy Use

University Village Apartments (UVA) and The QUAD are apartment-style communities with full kitchens in each unit. North Commons and Black Oak Hall are traditional residence halls and do not have in-unit kitchens. Some of the guidance below applies only to apartment residents — we've noted where that's the case.

Heating & Cooling

Heating and air conditioning systems work best when air can circulate freely. Keep all vents open and unobstructed, including return air vents. Filters are replaced every three months during routine inspections.

- Set your thermostat no lower than 68°F and no higher than 72°F.
- Close all windows when the heater or AC is running. AC will not operate in Black Oak Hall or North Commons when a window is open.
- On mild days, open windows and let fresh air do the work instead of running the AC.

If your thermostat doesn't seem to be working correctly, submit a maintenance request and we'll take a look.

Refrigerators

Refrigerators account for about 20% of household electricity use, so it's worth keeping yours efficient. Set your refrigerator temperature as close to 37°F as possible, and your freezer to 3°F. Defrost the freezer whenever frost or ice builds up, and never use sharp objects to remove ice. If you live in a residence hall with no kitchen, selecting a small fridge or mini-fridge/microwave combo will save space and reduce power consumption. Check for an Energy Star rated appliance.

Dishwasher — Apartment Communities Only

Scrub dishes before loading, especially if you're waiting a few days before running a full load. Always use liquid dishwasher detergent labeled for automatic dishwashers — not hand-washing dish soap, which can cause overflow and damage.

Convection Oven & Microwave — The QUAD Only

The QUAD apartments are equipped with a combined microwave and convection oven unit.

- When using the microwave feature, remove the metal rack.
- When using the convection oven or combination cooking feature, place the metal rack inside and remove the glass plate and its support wheels.
- Do not place metal in the microwave. Check that dishes and cookware are oven-safe before use.

Standard Oven & Microwave — UVA Only

UVA apartments are equipped with a standard oven and microwave. Do not place metal in the microwave, and check that dishes and cookware are oven-safe before use.

Lighting & Energy

LED bulbs use significantly less electricity — use them whenever possible. Keep lamps and fixtures clean, as built-up dust and dirt can absorb light and create a fire hazard. Turn off lights when you leave a room. If a light bulb in your unit needs replacing, submit a maintenance request rather than replacing it yourself.

Elevators

Elevators are essential in a multi-story building, and keeping them working properly is everyone's responsibility. Tampering with elevators in any way — including falsely triggering the alarm, forcing doors open, or leaving any waste inside — is dangerous, prohibited, and can result in disciplinary action, repair fees, or termination of your license.

One important note: jumping, dancing, or similar excessive movement inside an elevator will trigger the emergency mechanism and halt the elevator. This can result in hours-long entrapment, and the residents responsible will be billed for any costs incurred.

Toilets

Please only flush toilet paper — nothing else. Common items that should never go down the toilet include:

- Sanitary napkins and tampons
- Paper towels and facial tissues
- Wipes — even those labeled “flushable”
- Cotton swabs and condoms
- Hair and chemicals

If your toilet overflows or clogs, turn off the water supply using the shut-off valve located on the lower left side of the wall behind the toilet — turn it clockwise to stop the flow. Residents are expected to

plunge their own toilet before calling the CA on duty. If the problem persists, submit a maintenance request.

Unused medications should never be flushed. Return them to a pharmacy for proper disposal, or use the drug disposal container in the University Police Department (UPD) main lobby.

Food Waste Disposal — UVA Only

UVA apartments are equipped with a food waste disposal in the kitchen sink. To use it safely:

1. Turn on cold water at full flow before starting.
2. Switch the disposal to “On” and feed food waste in gradually — don’t dump large quantities at once.
3. Keep the water running for about 5 seconds after grinding is complete to flush everything through.
4. Do not dispose of potato peels or grease.
5. Never insert your hands into the disposal.

Windows & Exterior Ledges

Window screens and blinds must be kept intact. Removing, tampering with, or damaging them will result in damage fees.

Window ledges are decorative architectural features and cannot support the weight of a person or objects. Nothing should be placed on a window ledge, and no objects may be thrown through or from windows under any circumstances.

Windows are not to be used as an entry or exit point except in a genuine emergency. Hangings, curtains, or partitions must never obstruct a window that could serve as an emergency exit.

Internet & Network Use

Internet access is provided as part of your license agreement. All residents are expected to use the campus network responsibly and in compliance with the CSUSM Acceptable Use Policy, which governs how university technology resources — including the residential network — may be used.

In brief, the network may not be used for any illegal activity, commercial enterprise, or any purpose that interferes with the university’s technology infrastructure or the experience of other users.

If you experience connectivity issues in your unit or community, contact the IITS Help Desk at 760-750-6505 or visit the Help Desk in person for assistance.

Personal Mobility Devices

Bicycles, e-bikes, scooters, skateboards, hoverboards, roller skates, and similar devices are all considered Personal Mobility Devices (PMDs). There are specific rules about where and how PMDs can be used and stored within CSUSM Housing communities.

Use Within the Community

PMDs may not be ridden or operated indoors or anywhere within the property gates of any CSUSM Housing community.

Storing & Charging a Battery-Powered PMD

If you want to store or charge a battery-powered PMD in your room or apartment, you must first obtain renters liability insurance with a minimum of \$100,000 coverage per occurrence from a California-licensed insurance company. Your policy must cover storage of the PMD in your unit, including damage caused by fire, smoke, explosion, or water. A copy of your insurance documentation must be provided to CSUSM Housing before you bring the device into your space, and coverage must remain active for your entire period of residency.

Once insurance is confirmed, you may store and charge one battery-powered PMD in your unit.

Safe Storage & Charging

- Your PMD must meet recognized consumer product safety standards and carry a certification label. For e-bikes: UL 2849 or EN 15194. For scooters: UL 2272 or EN 17128.
- Plug your charger directly into a wall outlet or a surge-protected power strip — not an extension cord.
- Keep the PMD, batteries, and charger away from fabric, paper, or anything that could catch fire.
- Do not charge your PMD near or across any exit pathway. Cords must not cross doorways.
- Do not charge your PMD while you're asleep or away from your unit.
- Stop using and charging your device immediately if you notice any unusual odor, noise, discoloration, leaking, or liquid contact with the battery or charger.
- Do not perform any battery or motor repairs inside the building.

PMDs may not be stored in stairwells, hallways, or lounges, and must never be parked in a way that blocks accessibility features, railings, elevator access, or wheelchair pathways. PMDs used as disability accommodations are always permitted.

Non-motorized PMDs — such as standard bicycles — do not require insurance and may be stored in your unit. Gasoline or propane-powered devices are prohibited in all CSUSM Housing communities.

Break Periods & Campus Closures

CSUSM Housing communities remain accessible to residents during university break periods, including winter break, spring break, and other scheduled campus closures. You do not need to move out during these periods unless your license term has ended.

That said, break periods look and feel different from the regular academic year, and it's worth knowing what to expect.

Reduced Services

Many campus services operate on reduced schedules or close entirely during break periods. This includes dining — Kwíila Dining and other campus venues may have limited hours or be closed altogether. Check the CSUSM Housing website and the Dining Services website for up-to-date hours before each break.

Housing staff presence is also reduced during breaks. Emergency on-call coverage continues, but routine services and office hours may be limited.

Security During Break Periods

With fewer people around during break periods, it's especially important to stay attentive to the security of your space.

- Always lock your door when you leave, even for short periods.
- Do not leave windows open or unsecured when you are away.
- If you are leaving campus for the break, take valuables such as laptops, tablets, and other electronics with you rather than leaving them in your room.
- Report any suspicious activity to University Police at 760-750-4567.

CSUSM Housing is not responsible for the loss or theft of personal property. Renters insurance is strongly encouraged — see the Renters Insurance section of this handbook for more information.

Trash, Recycling & Compost

CSUSM is committed to reaching Zero Waste, and every resident plays a part. Here's how to sort your waste correctly:

Bin Color	What Goes In
Black or Grey	Landfill waste
Blue	Recyclables
Green	Compost

Trash Chutes — UVA, North Commons & Black Oak Hall

UVA, North Commons, and Black Oak Hall are equipped with trash chutes for everyday waste disposal. When using the chute, please make sure bags are properly tied and sized to fit — never force or overstuff the chute, as this can cause blockages that affect the whole building.

Large items and cardboard must not go in the chute. Break down cardboard boxes and take them, along with any bulky items, outside the building to the appropriate dumpsters.

All Communities

Empty your bins regularly and place waste in the correct receptacles. Recycling and compost should go to the designated bins on the community grounds — not left on the floor of trash rooms or around your unit. If the nearest recycling bin is full, take your recycling to the next available one. Waste left in incorrect locations or improperly sorted may result in cleaning charges. If you're not sure where your nearest trash room, dumpsters, or compost drop-off is located, your CA can point you in the right direction.

Section 4: Getting Help & Reporting Issues

Maintenance Requests

CSUSM Housing employs its own maintenance team to keep our communities safe, clean, and comfortable. They're a valued part of our residential community, and they're here to help when something in your unit or building isn't working as it should.

How to Submit a Request

All non-emergency maintenance concerns should be submitted through the online maintenance request form in [eRezLife](#). Once your request is submitted, our team will get to work on it as quickly as possible.

Please don't attempt to repair anything in your unit yourself. This includes painting, electrical work, wall modifications, and anything involving nails or hardware. All repairs must be performed by authorized maintenance personnel.

After-Hours Maintenance Emergencies

Some maintenance issues can't wait until morning. If you experience any of the following outside of normal business hours, contact your CA On-Call right away:

- Flooding or significant water leaks
- Electrical sparks or the smell of burning wires
- An overflowing toilet that can't be controlled
- A broken window in a ground-floor unit
- A front door lock that isn't functioning

When in doubt, call. The sooner you reach out, the sooner we can help.

A Note on Your Space

Residents are responsible for the condition of their unit and its furnishings. You will be billed for any damage caused by you or your guests. Damage to common areas that cannot be attributed to a responsible resident is shared equally among all residents of the affected space.

Health & Safety Inspections

Twice each semester, CSUSM Housing staff will conduct inspections of residential units for preventative maintenance and condition assessment. You will always be notified in advance of a scheduled inspection.

These inspections are a normal and helpful part of living on campus — they help us catch small maintenance issues before they become bigger problems, and they give us a chance to make sure everyone’s space is safe and comfortable.

If a resident is found to have violated policies related to fire safety, cleanliness, guests, or pets during an inspection, staff may schedule a follow-up inspection to confirm the issue has been resolved. Any prohibited items or policy violations found during an inspection will need to be corrected and may result in disciplinary action.

Lockouts

It happens to everyone at some point. If you’re locked out of your unit, here’s what to do:

1. Contact your CA On-Call. They’ll verify your identity and escort you to your apartment.
2. Have your student ID ready — you’ll need it.

To avoid repeated lockout fees, consider making it a habit to do a quick check for your keys and access card every time you leave your room.

Item	Cost
Lockout assistance	\$15 per occurrence
Bedroom key replacement	\$50
Mailbox key replacement	\$30
Access card replacement	\$30

Living with Roommates

Living with roommates is one of the most memorable parts of the college experience — and one of the most valuable. You’ll learn how to communicate, compromise, and build relationships with people whose habits and backgrounds may be very different from your own. Most residents look back on their roommate experiences positively, and many form lasting friendships.

Roommate Agreements

Early in each semester, your CA will sit down with you and your roommates to complete a Roommate Agreement. This is a conversation — guided by your CA — about shared expectations around things like sleep schedules, guests, cleanliness, study habits, and noise. Everyone in the space is expected to participate.

A Roommate Agreement isn’t just a formality. It gives everyone a clear, shared understanding of how the space will work, and it provides a foundation to return to if disagreements come up later. Room change requests will not be considered unless a Roommate Agreement has been completed first.

If a new resident joins your space at any point during the year, you’ll be asked to complete a new Roommate Agreement together.

When Things Get Difficult

Even with the best intentions, roommate conflicts happen. If you're struggling with a situation in your space, don't wait for things to escalate — reach out to your CA early. They're trained in conflict mediation and can help facilitate a productive conversation between you and your roommate before a small issue becomes a bigger one. If your CA is unable to resolve the situation, your Community Director can step in to offer additional support and mediation.

Tips for a Positive Roommate Relationship

- Get to know each other. You might not click immediately, and that's okay. Be curious, ask questions, and stay open-minded — some of the best friendships start slowly.
- Communicate directly. Have conversations in person rather than over text or social media. It's easier to resolve things face to face.
- Be specific about your needs. Your roommate can't respond to concerns they don't know about.
- Be flexible. Most roommate situations work out when both people are willing to compromise.
- Address issues early. Small problems rarely go away on their own — and they're much easier to resolve before frustration builds.
- Keep the space livable for everyone. A clean, comfortable space benefits everyone who lives in it.

Relocations

Residents are generally expected to remain in their assigned space for the full academic year. If you've gone through the mediation process and a room change is still needed, you may submit a request to your CD. Approved relocations are subject to availability and are not immediate. A \$200 relocation fee is required in advance.

Section 5: Canceling Your License Agreement

We understand that circumstances change, and there are situations where a resident may need to request early release from their License Agreement. CSUSM Housing reviews cancellation requests on a case-by-case basis.

Grounds for a Cancellation Request

Requests are generally considered when a resident experiences a significant life change that makes continued residency genuinely impractical. Common grounds include:

- Graduation or completion of degree requirements mid-year
- Participation in an approved study abroad program
- A documented medical condition that prevents continued on-campus living
- Documented financial hardship
- Withdrawal from the university

How to Request a Cancellation

Cancellation requests must be submitted formally through the [CSUSM Housing](https://housing.csusm.edu) website, where you will find the request form and detailed instructions. Supporting documentation will be required. Visit housing.csusm.edu for the current cancellation process and to submit your request.

Important Financial Information

Submitting a cancellation request does not guarantee approval, and your financial obligations under the License Agreement remain in effect unless and until a cancellation is formally approved by CSUSM Housing.

If your request is approved, charges will be prorated according to the terms of your License Agreement. Please be aware that the License Agreement typically includes a notice period — residents are generally billed for 30 days beyond the date they give notice. The specific terms will be outlined in your approval notice.

If you have questions about the cancellation process before submitting a request, please reach out to the central housing office at housing@csusm.edu or 760-750-3711.

Section 6: Health, Safety & Wellbeing

Your Personal Safety & Security

Keeping our communities safe is something we all share responsibility for. CSUSM Housing invests in security measures including controlled access gates, cameras, and regular staff presence — but no system replaces the everyday habits that make a real difference. Here are some simple practices that go a long way:

- Always carry your access card and keep your keys with you.
- Lock your door every time you leave, even if you're just stepping out for a few minutes.
- Never prop open exterior doors or gates, and don't let unfamiliar people follow you into a building.
- Don't share your keys, access card, or PIN with anyone.
- Show your ID to housing staff, your CA, or University Police when asked.
- Report broken doors or malfunctioning safety equipment to staff right away.
- If you see something suspicious, trust your instincts and report it to your CA or University Police.

University Police are available 24 hours a day. For emergencies, call 9-1-1. For non-emergency concerns, call 760-750-4567. Community Safety Officers are also available for safety escorts — call the same number to request one.

Emergency Preparedness

We hope you never need to use this information, but being prepared makes a real difference when an emergency happens. Staff are trained to respond and will guide you when they can — but emergencies can be unpredictable, and knowing what to do on your own is just as important.

Build an Emergency Kit

Every resident should keep a basic emergency supply kit in their unit. At a minimum, yours should include:

- A 3-day supply of water and non-perishable food
- Closed-toe shoes
- A flashlight with fresh batteries
- A battery-operated radio
- Gloves
- Any medications you take regularly

Know Your Building

- Familiarize yourself with your building's floor plan and evacuation routes. These are posted on the back of your main unit door.
- Know where the nearest fire alarm pull stations and fire extinguishers are located and how to use them.
- Keep your exit routes clear — don't leave personal belongings, boxes, or other items in hallways or stairwells.
- Store heavy or breakable objects on lower shelves where they won't fall on you.

Helpful Resources

- Ready.gov
- American Red Cross
- San Diego County Office of Emergency Services
- CSUSM Emergency Management

Earthquakes

Southern California is earthquake country, and it's worth knowing what to do before one happens. Earthquakes can strike without warning and move fast — you may only have seconds to react.

During an Earthquake

- **If you're indoors:** Don't run outside. Drop, cover, and hold on — take shelter under a sturdy desk or table to protect yourself from falling objects and breaking glass. Stay away from windows.
- **If you're outdoors:** Move to an open area away from buildings, trees, lampposts, overhead wires, and anything that could fall. Stay there until the shaking stops.
- **If you're in a vehicle:** Pull over safely and stay inside. Avoid stopping under overpasses, near trees, or on hillsides that could be unstable.

Whatever your situation, stay calm and think through your actions before you move. Panic causes injuries — following these steps greatly reduces your risk.

After an Earthquake

1. Check yourself and those around you for injuries. Don't move anyone who is seriously injured unless they're in immediate danger.
2. Be ready for aftershocks — they can be strong enough to cause additional damage.
3. Don't use elevators until they've been cleared as safe by university personnel.
4. Wear shoes, especially near debris.

5. Check for fires or the smell of natural gas. If you smell gas, leave the area immediately and report it to first responders or university staff. Do not light any open flame.
6. Don't eat or drink from open containers near broken glass, and don't drink tap water until it's been confirmed safe.
7. If toilets are backing up, stop flushing.
8. Open closets and cabinets carefully — items may have shifted and could fall out.
9. Evacuate your building if there is any possibility of structural damage. Follow evacuation procedures and proceed to your community's designated evacuation area. You may re-enter only when CSUSM Housing staff give the all clear.
10. Limit phone use to genuine emergencies so lines remain available for those in crisis.
11. Turn on a battery-operated radio for instructions and updates.

Fire Safety & Evacuation

Fire is one of the most serious safety risks in any residential building. Knowing how to prevent fires, respond quickly, and evacuate safely can save lives.

Prevention

- Never leave food cooking on the stove unattended. Keep heat levels low enough to avoid burning.
- Use the stove fan to vent smoke when cooking.
- Remove all packaging from food before placing it in the oven or microwave.
- Use surge-protected power strips for all electronics.
- Keep your floor and exit pathways clear of clutter at all times.
- Never smoke, vape, or use candles inside any building.
- Don't cover or obstruct smoke detectors — ever.

Smoke Detectors & Alarms

Every building is equipped with smoke detectors and alarms that include both audio alerts and strobe lights. These systems are sensitive by design — that's a good thing. To reduce unnecessary false alarms:

- Close the bathroom door when showering so steam doesn't reach the detector.
- Stay with food while it's cooking and keep heat levels reasonable.
- Opening a window can help clear the air and stop a false alarm.

If your smoke detector makes a beeping or chirping sound, submit a maintenance request to have the battery replaced. Never remove or disconnect the batteries from a smoke detector. Tampering with smoke detectors or any fire safety equipment is a violation of housing policy and state and federal law, and can result in fines, termination of your license, and possible arrest.

Every time a fire alarm sounds, treat it as real and evacuate immediately — never assume it's a false alarm.

If There's a Fire

1. Activate the nearest fire alarm pull station if you haven't already, and evacuate immediately.
2. Before opening any door, feel it with the back of your hand. If it's warm, don't open it — fire or smoke may be on the other side.
3. If the door is cool, open it carefully, exit your unit, close the door behind you, and head to the nearest stairwell. Never use elevators during a fire.
4. If the hallway is smoky, stay low and crawl — the cleanest air is near the floor.
5. If you cannot safely exit, stay in your room. Seal gaps under the door with wet towels, signal from your window, and wait for rescue.
6. Once outside, move well away from the building and check in with your CA or a housing staff member. Let staff know immediately if anyone in your unit is unaccounted for.
7. Do not re-enter the building until the fire department gives the all clear.

You are required by law to evacuate when a fire alarm sounds, including during any scheduled fire drill. Failure to evacuate may result in criminal prosecution, termination of your housing license, and disciplinary action.

Reporting a Fire

Active fire or emergency: Evacuate first, then call 9-1-1. You can also use any Blue Light Emergency call box on campus, or the emergency intercom in an elevator.

Past fire (already extinguished): Call 760-750-4567.

All fire incidents must be reported to University Police, even if the fire has been put out. When speaking with a dispatcher, stay calm, provide your name, phone number, and location, describe the situation clearly, and don't hang up until the dispatcher tells you to.

Evacuation Assembly Areas

Know where to go before you need to go there. After evacuating, proceed directly to your community's designated assembly area and check in with staff.

Community	Assembly Area
UVA Building B	Corner of Barham Drive and Campus Way
UVA Buildings C & D	Parking Lot K, near the UPD station
The QUAD	Open space between Draft Republic and Block C
North Commons	Sidewalks along North City Drive and June Way
Black Oak Hall	Kwíila Dining Plaza

Residents with Disabilities

If you have a disability that may affect your ability to evacuate in an emergency, please notify CSUSM Housing and Disability Support Services as soon as possible so we can make advance plans together. Each community has a med sled in the front office for residents who are unable to use the stairs. Adaptive equipment such as strobe alarms is available for residents who are deaf, hard of hearing, or blind.

Power Outages

Power outages can range from brief inconveniences to more significant disruptions. The campus has battery backup systems and generators for critical systems, but an extended outage can affect lighting, fire alarms, heating and cooling, and in some cases water supply.

- Do not use candles or oil lamps for lighting — these are fire hazards and are prohibited.
- Use your flashlight from your emergency kit.
- CSUSM Housing staff will provide guidance depending on the duration and circumstances of the outage.

Mold & Your Health

Mold is a naturally occurring fungus found almost everywhere in the environment. In most everyday situations, exposure to mold doesn't cause health problems. However, when mold is allowed to grow indoors — usually because of moisture — it can become a concern worth addressing.

Common health effects associated with mold exposure include respiratory symptoms such as coughing, sneezing, and eye or throat irritation. These symptoms typically resolve once the source of exposure is removed.

Preventing Mold in Your Unit

- Clean moisture-prone areas regularly — showers, sinks, and the inside of your refrigerator.
- Keep surfaces around sinks and faucets dry after use.
- Ventilate your bathroom by opening the door after showering to let the space dry out.
- Remove food debris from sinks and wipe down counters and tables regularly.
- Don't block or cover AC vents.

Do not use bleach or other highly caustic cleaners to address mold. These can damage surfaces and their fumes are harmful to breathe.

If you notice any signs of mold growth, water leaks, or broken ventilation in your unit, report it to your community service desk right away.

Meningococcal Disease

Meningococcal disease is a serious bacterial infection that can cause meningitis, organ damage, severe disability, or in rare cases, death. While it's not a common illness, the risk is elevated for people in their teens and early twenties — particularly those living in close quarters with others, which is why it's worth knowing about.

How It Spreads

Meningococcal bacteria spread through close contact with respiratory and oral secretions — things like coughing, sneezing, kissing, or sharing drinks, food, utensils, cigarettes, or toothbrushes. Some people carry the bacteria without showing symptoms.

Early symptoms can resemble the flu but progress rapidly and may include high fever, severe headache, stiff neck, rash, nausea, vomiting, and confusion. If you or someone around you experiences these symptoms, seek medical attention immediately.

Vaccination

The CDC recommends that everyone receive an initial meningococcal vaccine at age 11 or 12, with a booster at age 16. College students under 22 who received all doses before age 16 should get an additional dose now if they haven't already. Students who have never been vaccinated should also get immunized.

Standard meningococcal vaccines protect against four of the five most common bacterial strains. Immunity from the standard vaccine takes about two weeks to develop and lasts four to five years.

A separate vaccine is available specifically for the serogroup B meningococcal strain, which is not covered by the standard vaccine. The serogroup B vaccine is recommended for students with immune-compromising conditions and those exposed during a serogroup B outbreak. It requires a series of two or three doses and should be given in addition to — not in place of — the standard meningococcal vaccine. It may also be offered to students who do not have specific risk factors but wish to reduce their risk further. Both vaccines are available at local pharmacies.

Reducing Your Risk

No vaccine is 100% effective, so good habits matter too. Wash your hands regularly, avoid sharing personal items, and take care of your overall health — adequate sleep, a balanced diet, and avoiding smoking and excessive alcohol all help keep your immune system strong.

For more information, visit Student Health and Counseling Services at 760-750-4915.

Section 7: Inclusion & Support

Our Commitment to an Inclusive Community

Living in a residential community means sharing space with people from a wide range of backgrounds, identities, and life experiences. That diversity is one of the most valuable aspects of living on campus — it's an opportunity to broaden your perspective in ways that simply don't happen in a classroom.

Cal State San Marcos is committed to maintaining a community where every person is treated with dignity and respect. That commitment extends fully into our residential communities. CSUSM Housing strives to be a place where residents of all backgrounds feel safe, welcomed, and valued.

We ask every resident to contribute to a community where all people are respected and valued, regardless of age, size, gender, sexual orientation, disability, medical condition, race, ethnicity, national origin, cultural background, socioeconomic status, or religious affiliation.

In practice, that means:

- Approaching your neighbors with genuine curiosity and openness.
- Recognizing and reflecting on your own biases.
- Speaking up and reporting incidents of misconduct to CSUSM Housing staff as soon as possible.

Behavior that violates university policy or state and federal law — including any form of harassment, sexual misconduct, or relationship violence — will not be tolerated. If you're unsure whether something you've witnessed or experienced crosses a line, talk to your CA, your CD, or contact the resources listed in this section.

Non-Discrimination

CSUSM does not discriminate on the basis of any protected status, and prohibits discrimination, harassment, sexual misconduct, sexual exploitation, dating violence, domestic violence, stalking, and retaliation. Protected statuses include age, disability, gender, gender identity and expression, genetic information, marital status, medical condition, nationality, pregnancy, race and ethnicity, religion, sexual orientation, and veteran or military status.

If you experience or witness discrimination or harassment, you are encouraged to report it. Reports can be made in the following ways:

Online: csusm.edu/dhr/fileacomplaint.html

Phone: 760-750-6020

For more information, see the CSUSM Discrimination, Harassment and Retaliation policy and the Interim Nondiscrimination Policy, both available on the CSUSM website.

Disability Accommodations

If you have a disability that requires accommodations in your housing — such as a specific room type, adaptive equipment, or other modifications — please register with the Office of Disability Support Services and submit your supporting documentation as early as possible. The university's ability to meet your needs may be limited if requests are made close to or after move-in.

For housing-related accommodation questions, contact Disability Support Services:

Phone: 760-750-4905

Email: dss@csusm.edu

Requesting Accommodations Mid-Year

Life doesn't always follow a predictable schedule, and we recognize that a resident's needs may change after the start of the academic year. A new diagnosis, an injury, a temporary medical condition, or another change in circumstances may mean that accommodations you didn't need at move-in are now necessary.

If your situation changes and you believe you may need a housing-related accommodation — even a short-term one — please don't wait until the end of the year to raise it. Reach out to the Office of Disability Support Services as soon as possible. The earlier a request is made, the more options we may have available to respond effectively.

To initiate a mid-year accommodation request, contact Disability Support Services:

Phone: 760-750-4905

Email: dss@csusm.edu

You will be asked to register with DSS and submit supporting documentation. CSUSM Housing works directly with DSS to identify and implement appropriate accommodations based on availability and the nature of the need.

Campus Resources

You don't have to navigate college alone. CSUSM has a wide range of support services available to help you succeed academically, personally, and professionally.

Academic Support

Resource	Phone
Writing Center	760-750-4168
Math Lab	760-750-4101
Library	760-750-4340
Career Center	760-750-4900
EOP (Educational Opportunity Program)	760-750-4861

Health & Wellbeing

Resource	Phone
Student Health & Counseling Services	760-750-4915
Sexual Violence Advocate & Educator	760-750-4915
Gender Equity Center	760-750-4988

Identity & Community

Resource	Phone
APIDA Center	760-750-7958
American Indian Student Center (The Nest)	760-750-7541
Black Student Center	760-750-3675
Cross Cultural Center	760-750-4958
Latinx Center	760-750-3670
Pride Center	760-750-3077
Veterans Center	760-750-4827

Resource	Phone
International Student Advising	760-750-8861
Women & Gender Equity Center	760-750-4988

Financial & Administrative

Resource	Phone
Financial Aid	760-750-4850
Cougar Central	760-750-4848
Parking & Commuter Services	760-750-7500

Student Life

Resource	Phone
Associated Students, Inc.	760-750-4990
Student Life & Leadership	760-750-4970
Dean of Students	760-750-4935
Clark Field House	760-750-7400

Technology & Other Services

Resource	Phone
Help Desk	760-750-6505
IITS	760-750-4775
Bookstore	760-750-4730
Dining Services	760-750-4764
Disability Support Services	760-750-4905

Missing Persons

If you believe a fellow resident may be missing, please don't hesitate to report it. A student may be considered a missing person if their absence is out of character or if there are unusual circumstances surrounding it. You don't need to be certain — if something feels wrong, report it.

How to Report

Missing person reports should be made directly to the University Police Department (UPD). For assistance in contacting UPD and making a report, you may contact CSUSM Housing at your community's service desk or through your CA On-Call.

Community	Service Desk	CA On-Call
University Village Apartments (UVA)	760-750-3711	760-750-6400
The QUAD	760-750-3730	760-750-3733
North Commons	760-750-8310	760-891-9825
Black Oak Hall	[PLACEHOLDER]	[PLACEHOLDER]

The Dean of Students Office can also be reached at 760-750-4935 during business hours, Monday through Friday, 8:00 AM to 5:00 PM.

All missing person reports — regardless of who makes them — are treated as official reports and are immediately referred to University Police.

Your Missing Persons Contact

When you complete your housing application, you'll be asked to designate a Missing Persons Contact — a parent, guardian, or other trusted individual who should be notified if you are ever reported missing. This information is kept confidential and is accessible only to authorized university officials and law enforcement.

You can update your Missing Persons Contact at any time by contacting CSUSM Housing at 760-750-3730 or housing@csusm.edu.

If you are reported missing, your designated contact will be notified no later than 24 hours after an official report is filed with UPD. For residents under 18, a custodial parent or guardian will also be notified within the same timeframe, regardless of who is listed as the Missing Persons Contact.

What Happens After a Report Is Filed

Once a missing person report is filed with UPD, a coordinated response is initiated across multiple university departments. UPD notifies the Dean of Students Office, CSUSM Housing, and the Clery

Director. The Dean of Students Office coordinates additional outreach as needed, including to the student's professors and academic advisor. Support services such as counseling are made available to the residential community as appropriate. Local law enforcement will be notified within 24 hours of UPD's determination that a student is missing.

Section 8: Community Standards

Our community standards exist to make CSUSM Housing a safe, respectful, and enjoyable place to live for everyone. These standards apply to all residents and their guests at all times. Where you see a note referencing the Appendix, the full formal policy language is available there for reference.

Please note that a breach of the License Agreement — including violations of the policies in this section — may result in license termination. Termination of your license does not release you from the financial obligations of the License Agreement.

Alcohol

Alcohol policies in CSUSM Housing vary depending on which community you live in.

First-Year Communities — UVA, North Commons & Black Oak Hall

Black Oak Hall, North Commons, and the University Village Apartments are designated first-year student communities. Because the overwhelming majority of residents living in these buildings are under 21, alcohol is not permitted anywhere in these buildings — including individual rooms. Residents in these communities may not possess, consume, or store alcohol in their living spaces, and may not host guests who bring alcohol into the building. This policy applies regardless of the resident's age. The only exception is for designated housing staff who are over 21 years of age.

Continuing Student Communities — The QUAD

In our apartment communities housing continuing students, alcohol is limited to responsible use of beer and wine only for residents who are 21 or older. Hard alcohol is prohibited.

If you are 21 or older:

- You may possess no more than one individually wrapped six-pack of beer (72oz) and one bottle of wine (750mL) at a time.
- Alcohol must be stored and consumed in your own apartment — not in shared common areas of the building or anywhere else in the community.
- You may not consume alcohol in the presence of anyone under 21, including your roommates.
- Empty containers must be disposed of or recycled regularly.

If you are under 21:

- You may not possess, consume, store, or display alcohol under any circumstances — including empty containers, even as decoration.
- You may not be present in a place where alcohol is being consumed.

For everyone in apartment communities, regardless of age:

- Hard alcohol (liquor) is prohibited — no exceptions.
- Kegs, punch bowls, powdered alcohol, and any common-source containers are prohibited.
- Alcohol may not be sold to anyone.
- Drinking games and binge-drinking devices such as beer bongs are prohibited, whether or not alcohol is present.
- Open containers are not permitted in any common area — hallways, stairwells, parking lots, pool areas, or anywhere outside of an apartment.
- Hosting gatherings where people move between apartments while drinking is prohibited.

Violations of the alcohol policy can result in termination of your housing license. Please note that termination of your license does not release you from the financial obligations of the License Agreement.

Drugs & Controlled Substances

The possession, use, distribution, or manufacture of illegal drugs or controlled substances is prohibited in CSUSM Housing and is a violation of university policy as well as federal and California state law.

Marijuana: While California state law permits marijuana use in certain circumstances, it remains prohibited under federal law. As a federally funded institution, CSUSM is required to comply with federal law. Marijuana and all related paraphernalia, including bongs, pipes, and vape devices, are prohibited in CSUSM Housing. A medical marijuana card does not override this policy.

Drug paraphernalia: All paraphernalia is prohibited, including vape devices, rolling papers, pipes, bongs, scales, syringes, and small plastic baggies.

Prescription medications: Using prescription medication that wasn't prescribed to you is prohibited. Medications must be properly labeled by the dispensing pharmacy, indicating the authorized patient's name, and must not be used recreationally or shared with others.

Being in the presence of drugs: Being present where illegal drugs are being used or stored — even without using them yourself — may be considered a policy violation.

Violations may result in immediate termination of your housing license and referral to the Dean of Students Office and/or law enforcement.

Smoking, Tobacco & Vapor Products

CSUSM is a fully smoke, vape, and tobacco-free campus. This applies to all buildings, outdoor areas, and university vehicles. Prohibited products include cigarettes, cigars, pipes, electronic cigarettes, vapes, hookahs, smoke-free tobacco, and any related paraphernalia. Residents and guests may not smoke or vape within 20 feet of any community building.

Noise & Quiet Hours

Everyone in our communities deserves a space where they can sleep, study, and recharge. Courtesy is expected at all times — but there are also specific quiet hours during which noise must not be audible outside your living space:

Every day: 10:00 PM to 10:00 AM

During final exams: Quiet hours are in effect 24 hours a day

Amplified instruments, drums, horns, and similar instruments may not be played in or around any residential building. The noise policy also applies to loud gatherings in outdoor common areas. If a neighbor's noise is affecting you, start by having a direct, respectful conversation — often that's all it takes. If the issue continues, reach out to your CA.

Guests

Having people over is a normal part of life on campus, and we want you to feel at home. At the same time, guests affect the whole community, so there are some important guidelines to follow.

- Each resident may have up to two guests at a time. Total guests in a space may not exceed twice the number of licensed residents present.
- Guests may stay a maximum of 3 consecutive nights and no more than 15 nights per semester.
- Guests must be hosted with the mutual agreement of all roommates. If a roommate objects to a guest's visit, they should have a specific reason — and that conversation should happen before the guest arrives.
- Residents must accompany their guests at all times and are fully responsible for their guests' behavior. This includes financial responsibility for any damages caused by a guest's actions.
- If a guest violates any university or housing policy, the host resident may face disciplinary action, and guest privileges may be restricted or revoked.
- Residents must be able to accurately identify their guests to staff upon request, typically by providing a legal ID.
- Misconduct involving guests under age 18, including alcohol or substance use, will result in notification being made to University Police.

A guest is defined as anyone who is not licensed as a resident of the space being visited.

Pets

We know pets bring a lot of joy, and we wish we could say yes to all of them. Unfortunately, live animals are not permitted in CSUSM Housing with the following exceptions:

- Fish in tanks up to 10 gallons are permitted.
- Service animals assisting residents or other individuals with disabilities are always permitted.
- Emotional Support Animals (ESAs) registered through Disability Support Services are permitted after the appropriate approval has been obtained and the resident has signed an ESA License addendum.

Residents may not feed or shelter stray or wild animals, or pet-sit for other residents or outside individuals. If you become aware of an unauthorized animal in the community, please let CSUSM Housing staff know so we can address the situation appropriately.

Posting

CSUSM Housing communities are not public spaces, and all posting or distribution of printed materials within residential facilities must be approved by CSUSM Housing in advance. This includes flyers, handbills, and any other printed matter. Materials may not be slipped under doors, placed in mailboxes, or left in common areas without prior approval.

No posting is permitted on doors or in windows.

Any materials posted inside your own unit must be removed if another resident with shared access to that space objects to them. If you're interested in sharing information with the residential community — promoting an event, for example — talk to your CA or contact the service desk about how to get your materials approved.

Commercial Business & Solicitation

Residential facilities, mail services, and the campus network may not be used for any commercial business or profit-making purpose. The internet connection provided as part of your License Agreement is for academic and residential purposes only and may not be used for any commercial enterprise.

Outside vendors and solicitors are not permitted to enter any residential facility. We work hard to keep our communities free from unwanted solicitation, and we appreciate residents helping us maintain that. If you encounter a solicitor in your building or community space, please let your CA or the service desk know right away.

Fire Safety Standards

Fire safety is everyone's responsibility, and there are a number of items and behaviors that are prohibited in our communities specifically because of the fire risk they create.

Prohibited items:

- Candles, incense, and any other open-flame items
- Space heaters and appliances with exposed heating elements
- Hookahs, vape devices, and smoking paraphernalia
- Fireworks, explosives, flammable liquids, and dangerous chemicals including propane, gasoline, and lighter fluid
- Multiple-outlet "octopus" plugs — surge-protected power strips with circuit breakers are permitted instead
- Extension cords that are not grounded, three-prong, and UL-approved

Prohibited behaviors:

- Covering, tampering with, or removing batteries from smoke or carbon monoxide detectors
- Hanging anything from or tampering with sprinkler systems
- Triggering a false fire alarm — this is a criminal offense
- Failing to evacuate when a fire alarm sounds

Cooking appliances may only be used in kitchen areas. Exit signs, fire extinguishers, and all other fire and life safety equipment must remain intact and unobstructed at all times.

Prohibited & Dangerous Items

The following items are prohibited in all CSUSM Housing communities:

- Weapons of any kind, including firearms, ammunition, knives (other than kitchen knives used in the kitchen), swords, and any item that could reasonably be perceived as a weapon, including realistic-looking toys.
- Waterbeds
- Dartboards — these cause damage to walls and doors and pose a safety risk.
- Adhesive LED light strips — these cause wall damage upon removal.
- Added deadbolts or locks of any kind.
- Cinder blocks or bed risers.

Cooking appliances and knives are for kitchen use only and must not be used or stored elsewhere in the unit. Nothing may be attached to or hung from ceilings — this includes nails, stickers, tape, posters, tapestries, sheets, fishnets, and parachutes.

Facilities & Common Areas

Our shared spaces and building systems are here for everyone, and keeping them in good condition is a shared responsibility.

Elevators

Elevators must be used safely and respectfully. Tampering with elevators in any way — including forcing doors open, triggering false alarms, jumping/dancing inside, or leaving any waste — is dangerous and prohibited. Jumping, bouncing, or dancing in elevators may cause the elevator safety mechanism to halt the elevator causing entrapment and a costly repair. Residents responsible for elevator misuse may face disciplinary action, repair fees, and termination of their housing license.

Windows & Building Exteriors

Windows are not to be used as entry or exit points except in a genuine emergency. Nothing should be placed on window ledges, and nothing may be thrown from or through windows. Window screens must remain intact. No exterior wires, satellite dishes, signs, or aerials may be installed anywhere in or around the community.

Damages

Residents are responsible for the condition of their assigned space and its furnishings. You will be billed for any damage caused by you or your guests. Damage to common areas will be divided equally among all residents of the affected space if no individual comes forward to accept responsibility.

Utility Closets

Utility closets containing water heaters and HVAC equipment are not storage spaces and must remain clear at all times.

Conduct Toward Others

Answering Your Door

All residents are required to answer their door when contacted by a CSUSM Housing staff member. This includes Community Advisors, Community Directors, and maintenance personnel. Failure to respond when contacted by staff may result in disciplinary action.

Respect for Staff

Our staff — CAs, Community Directors, maintenance personnel, and all other CSUSM Housing team members — are here to support you and the community. Threats, harassment, verbal or physical abuse, or any other mistreatment of staff will not be tolerated and may result in termination of your housing license, referral to the Dean of Students Office, and possible criminal prosecution.

All residents and their guests are required to carry ID at all times and must present it upon request by any university staff member, including CAs, professional staff, and University Police. The CSUSM Mobile App may be used in place of a physical student ID card.

Disruptive Behavior

Behavior that creates an unsafe environment — whether intentional or not — or that poses a risk to the health and safety of any person, including yourself, is prohibited. Serious incidents may result in referral to the Dean of Students Office.

Bodily Fluids

Depositing bodily fluids in public areas, common spaces, elevators, or any inappropriate location is prohibited and may result in cleaning charges and removal from housing.

Gambling

Gambling of any kind — including card games, dice, and other games involving money, credit, or items of monetary value — is prohibited on state property and therefore in all CSUSM Housing communities.

Theft

Theft of property or services from CSUSM Housing or any member of the university community is prohibited. Residents are also responsible for theft committed by their guests. Violations may result in referrals to the Dean of Students Office and criminal prosecution.

Throwing Objects

Throwing objects of any kind — including balls, water balloons, and sports equipment — is prohibited inside any residential building or common area. Nothing may be thrown or dropped from a window or elevated surface.

Shopping Carts

Shopping carts are considered stolen property and are not permitted in any residential unit or community space. If you bring one in, return it immediately. Violations may result in disciplinary action.

Unauthorized Access

Entering or occupying any area of a CSUSM Housing community that you are not authorized to access — including rooftops, ledges, storage areas, offices, or another resident's assigned space — is prohibited. This includes accessing communal amenities outside of posted hours. Residents are responsible for any unauthorized access by their guests.

Construction Areas

Active construction areas in and around CSUSM Housing communities are off-limits to residents at all times. Entering a construction zone may result in immediate disciplinary action, termination of your housing license, and possible criminal prosecution.

Section 9: The Conduct Process

Our Approach

Living in CSUSM Housing comes with a shared responsibility to uphold the standards outlined in your License Agreement and this handbook, as well as CSUSM policies. When those standards aren't met, the conduct process is designed to provide a fair, structured way to address what happened — and more importantly, an opportunity for the resident involved to reflect on their decisions and their impact on the community.

The conduct process is educational at its core. Our goal isn't simply to assign consequences — it's to help residents grow from their experiences, engage in reflection and critical thinking, make informed choices, and remain contributing members of our community.

The Spirit of the Process

We recognize that everyone makes mistakes, and we believe that how you respond to a mistake matters just as much as the mistake itself. Residents who engage with the conduct process honestly and thoughtfully — who come to their meetings prepared to have a real conversation — consistently have better outcomes than those who disengage or refuse to take personal responsibility for their choices, actions, and their impact.

Our staff approach every conduct matter without assumptions. You will be heard, your perspective will be considered, and the process will be conducted fairly.

The Conduct Process — Step by Step

Step 1: The Incident Report

When a potential policy violation occurs, a CSUSM Housing staff member documents the incident in a written report. This report captures what was observed and, along with other information or evidence, forms the basis for the conduct process.

Step 2: Notice to the Resident

If you are involved in an alleged policy violation, you will receive a written notification to your CSUSM email address. This notice will explain the nature of the concern and invite you to meet with a designated housing staff member to discuss it. Please respond to this notice by the deadline provided — failing to respond will result in a resolution being reached without your input.

Step 3: The Conduct Meeting

The conduct meeting is a conversation, not an interrogation. It's your opportunity to share your perspective, provide any relevant context, ask questions, and submit any relevant evidence that should be considered. The staff member conducting the meeting will listen carefully and consider everything you share before reaching a resolution.

We encourage residents to come to this meeting prepared to engage honestly and thoughtfully. This is the most important step in the process — your participation matters.

Step 4: The Resolution

Following the conduct meeting, you will receive a written resolution via your CSUSM email. The resolution will outline whether you have been found responsible for a policy violation and, if so, what sanctions have been assigned.

Sanctions are designed to be educational and proportional to the situation. They may include:

- **Administrative sanctions** such as a formal warning or housing probation.
- **Educational sanctions** such as a reflection exercise, a meeting with a campus resource, or a community contribution — all aimed at encouraging meaningful reflection on the impact of your actions.

In more serious cases, outcomes may include termination of the housing License Agreement or a referral to the Dean of Students Office. Please be aware that termination of your license does not release you from the financial obligations of the License Agreement, regardless of the outcome of any appeal.

Any sanctions assigned must be completed by the deadline noted in your resolution letter. Failure to complete sanctions by the deadline may result in further consequences, including a hold on your student account.

Step 5: Completing Your Sanctions

Once your sanctions are completed, your conduct matter is considered resolved. We genuinely hope that the process — from the conduct meeting through to completing your sanctions — leaves you with a clearer understanding of our community standards and your own decision-making.

Appeals

If you believe the outcome of your conduct meeting was not fair or was not reached in accordance with the policies governing the process, you have the right to appeal. Appeals must be submitted to the Director of Residential Education or their designee by the deadline noted in your resolution letter.

To submit an appeal, complete the appeal form using the online link provided in your resolution letter. Appeals are reviewed to determine whether the grounds for appeal have been met. If the Director of Residential Education determines that further review is warranted, they may meet with

you to discuss the matter. A final decision will then be issued by the Director of Residential Education or their designee.

Please note that conduct decisions are effective immediately, even while an appeal is under review.

A Note on Integrity in the Process

The housing conduct process depends on honest participation from everyone involved. The following behaviors are themselves policy violations and will be addressed accordingly:

- Providing false or misleading information in connection with a conduct matter.
- Attempting to discourage another person from participating in the process.
- Attempting to influence the impartiality of anyone involved in a conduct matter.
- Disrupting or interfering with the conduct process in any way.
- Failing to complete assigned sanctions by the required deadline.



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