University Housing Staff

Resident Advisors (RAs) are students just like you. They have been selected and trained to assist you in building your community. Resident Advisors can assist you with problems that you might encounter. They are familiar with campus resources and can help refer you. Resident Advisors are on call each night from 7pm to 7am in each community. Consult your Front Desk to contact the “RA On Call.”

Coordinators of Student Development (CSDs) are full-time professional staff members. They have Master’s degrees and are skilled in community building, advising and problem-solving. They live in on-campus housing. The CSDs supervise the Resident Advisor staff. If you have a concern with your community, contact your CSD. They can be reached by calling your Community’s Front Desk.

The CP Lofts is supported by a designated University Housing staff member.

Front Desk phone numbers are as follows:
Cerro Vista Apartments ................................................................. (805) 756-6790
Muir Hall ......................................................................................... (805) 756-5620
Poly Canyon Village Apartments .................................................. (805) 756-9301
Santa Lucia/North Mountain Halls .................................................. (805) 756-5630
Sierra Madre Hall ............................................................................. (805) 756-5650
Tenaya Hall ...................................................................................... (805) 756-5660
Trinity and Sequoia Halls ................................................................. (805) 756-5670
Yosemite Hall .................................................................................. (805) 756-5680
yakʔitʸutʸu...................................................................................... (805) 756-6944

University Housing department contacts

Residential Student Experience ......................................................... (805) 756-1226
Services provided at this office include advisement of the Inter Housing Council, activity planning, maintenance of educational resources, and facilitation of all on-campus community activities.

University Housing IT ...................................................................... (805) 756-5600
Services provided at this office include operation and administration of the ResNet computer connectivity program.

Housing Planning and Support Services ............................................. (805) 756-1587
Services provided at this office include custodial, facilities and operational support for Cal Poly student housing. This includes daily maintenance, repairs and services.

Housing Administration (Main Office) .............................................. (805) 756-1226
Inter Housing Council ................................................................. (805) 756-6733
This is the number for the Residential Outreach and Leadership Office (ROLO) where students may contact IHC Executive Officers and Presidents of the ten Community Councils.

Poly Canyon Village Housing Office .............................................. (805) 756-9300
Services provided at this office include new or temporary access cards, CSD offices and general Residential Student Experience questions and concerns.

Campus Support Services

Associated Students, Inc. (Business Office) ..................................... (805) 756-1281
Associated Students, Inc. (Student Government) .............................. (805) 756-1291
Office of Student Rights and Responsibilities ................................. (805) 756-2794 Career Services ................................................................. (805) 756-2501
Counseling Services ................................................................. (805) 756-2511
Disability Resource Center ....................................................... (805) 756-1395
Campus Health and Well Being .............................................. (805) 756-1211
Student Academic Services .................................................... (805) 756-2301
Dean of Students Office .......................................................... (805) 756-2476
Vice President for Student Affairs Office ..................................... (805) 756-1521
SAFER ....................................................................................... (805) 756-2282
Ombuds ................................................................................... (805) 756-1380
Cross Cultural Centers .......................................................... (805) 756-2600

Emergency Response

Cal Poly Police...................................................................................... (805) 756-2281
EMERGENCY .........................................................................................
......911
San Luis Obispo Police Department (non-emergency line) ............... (805) 781-7312
Cal Poly Police Escort Service .................................................... (805) 756-2281
Health Services ............................................................................. (805) 756-1211
Sierra Vista Hospital .................................................................. (805) 546-7600
French Hospital ........................................................................... (805) 543-5353
Rise? Monday-Friday, 9 a.m.-5 p.m., or call Hot Line) ..................... (805) 545-8888 Hot Line, Crisis Line/Information and Referral ................................................. (805) 549-8989
Nurse Line ................................................................................... (805) 756-1211
Counseling center 24/7 Number .................................................... (805) 756-2511
University Housing Websites

Residential Student Experience
..................................................http://www.housing.calpoly.edu/content/res_life/home
ResNet .............................................................................................................................
http://resnet.calpoly.edu
Inter Housing Council............................................................................................
http://ihc.calpoly.edu
University Housing TV .............................................................................................
http://uhtv.calpoly.edu

Selected Cal Poly Websites

Cal Poly Financial Aid ..........................................................http://financialaid.calpoly.edu
Kennedy Library .......................................................... http://lib.calpoly.edu
Career Services .......................................................... http://www.careerservices.calpoly.edu
Student Academic Services ............................................. http://www.sas.calpoly.edu
Dean of Students .......................................................... http://deanofstudents.calpoly.edu
Health and Counseling Services ................................................... http://hcs.calpoly.edu
PULSE .................................................................................. http://www.hcs.calpoly.edu/content/pulse/pulse
Associated Students, Inc. .......................................................... http://www.asi.calpoly.edu
Office of Student Rights and Responsibilities ........................................ http://www.osrr.calpoly.edu
College of Agriculture, Food and Environmental Sciences (CAFES) ........http://cafes.calpoly.edu
College of Architecture and Environmental Design ................ http://www.caed.calpoly.edu
College of Business .......................................................... http://www.cob.calpoly.edu
College of Engineering .......................................................... http://ceng.calpoly.edu
College of Liberal Arts .......................................................... http://cla.calpoly.edu
College of Science and Mathematics .................................................. http://www.cosam.calpoly.edu
Mission Statement

University Housing creates a diverse and engaging experience that inspires all residents to Learn by Living.

The Mustang Way
Pride, Responsibility, Character

We are Focused on Excellence
Learn by Doing is the foundation of our engaged pursuit of knowledge and scholarly achievement.

We Embrace One Another
Mustangs strive to create an atmosphere of mutual respect, celebrating the positive differences that make us unique.

We are One Community
Personal commitment and participation in the Cal Poly community is the cornerstone of the Mustang experience.

We Accept Responsibility
Mustangs support one another while also taking pride in accepting personal responsibility, thus strengthening the Cal Poly family.

We Lead by Example
Mustangs face all actions and decisions with perseverance, honor and character.

As Mustangs, we are united under these principles, honoring those who came before us, and inspiring the Mustangs who follow. The privilege of being a Cal Poly Mustang is celebrated for a lifetime.
Acknowledging the land, we reside on
On behalf of Cal Poly, we would like to begin by acknowledging that the land that we reside on today carries the heritage and culture of the indigenous people of San Luis Obispo County, the yak tit’u yak tilhini, Northern Chumash tribe. We honor the indigenous people’s connection to these territories and respect the land on which we live today.

Residential Learning Community Programs

What are Learning Communities? Learning communities are specialized University Housing programs that provide direct connections between students’ academic learning and their living environment. The Learning Communities at Cal Poly are designed to enhance the university experience by supporting academic skill development, providing opportunities for faculty interaction and supporting development of social and personal skills needed for future success.

University Housing offers various learning community programs:
- Collaborative Leadership
- College Based (CAED, CAFES, CENG, COSAM, CLA & OCOB)
- Continuing Student Success Program
- Cal Poly Scholars
- Cultural and Identity Scholars Communities
  - Asian and Pacific Islander
  - Cross Cultural Scholars
- Entrepreneur iCommunity
- PRIDE Community
- Global Living
- Honors
- Mindful Living
- Poly Tech
- Pre-Med & Health
- ROTC
- Sophomore Program
- Substance Free
- TRIO Achievers and Educational Opportunity Program
- Transfer Program
- Lofts
- 24/7 Quiet- Mindful Living Community

Resident Processes

Occupancy Period

Students may only occupy their room during the specified dates as listed on their License Agreement. Unauthorized entry during the break period may result in Community Standards
action and appropriate financial accountability. Residents shall not permit any other person to occupy their living unit. A late charge may be assessed to any resident who has not left by the established deadline during specified move-out dates.

Residents must maintain status as a student registered at Cal Poly, with a minimum of nine (9) Cal Poly quarter units for undergraduate students and six (6) Cal Poly quarter units for graduate students. If a resident fails to enroll in the minimum required class units or drops below the minimum unit requirement after the beginning of the academic fee period, University Housing may, at its sole option and discretion, revoke the student’s housing license.

Please see your license agreement for your specific occupancy period.

a. All residence halls and apartments are closed throughout the winter break period. Students needing to stay in their rooms during winter break must make prior arrangements with University Housing Administration.

b. Campus Housing is open throughout Thanksgiving and spring break. Students may remain in their rooms if desired.

c. Residents must maintain status as a student registered with a minimum of eight (8) Cal Poly quarter units for Undergraduate Students and four (4) Cal Poly units for Graduate students. Exception requests must be submitted in writing to University Housing for approval (or contact the Disability Resource Center if disability related) if Licensee falls below these minimums. Dropping below the minimum is not considered a standard for cancellation and will not release the Licensee from paying any housing-related fees. The University may, at its sole option and discretion, revoke this License in accordance with the provisions herein if the Licensee fails to enroll in the minimum units, or drops below the minimum unit requirement after the beginning of the academic fee period.

Insurance

The University shall not be held liable, does not assume liability, and has no insurance coverage for a student’s damage of State property or a student’s personal belongings during the term of their Housing License, or when the student is not in occupancy or after the License term has expired, for loss, damage, fire, or the theft of personal property of students or the student’s cause of damage to State property from any cause whatsoever including, but not limited to, that caused by the act or omission of any third party, or by any criminal act or activity, war, riot, insurrection, fire, flood, earthquake, act of God, or nature. Therefore, the University recommends that individuals contact their insurance carrier for coverage options and/or obtain renters insurance.

During the period covered by your Housing License Agreement, it is highly recommended that the residents obtain health and accident insurance, on either an individual or group basis, to include coverage for hospital benefits, medical benefits, surgical benefits, emergency outpatient benefits, ambulance and/or medical transportation services. Please be advised, the University does not cover nor assume medical expenses or liability for students. Students
interested in obtaining medical insurance through the CSU Domestic Student Health Plan may view information at their website, or call Cal Poly’s Health Services at (805) 756-1211.

Room/Apartment Trades

Accommodating trades is dependent upon space availability and priority in the desired living community.

Trades within the same living area commence on Monday of the second week of classes. Trades to another living community commence on Wednesday of the second week of classes each quarter.

All trades must be discussed and approved with the appropriate University Housing staff member for your community. It is recommended that you work through a roommate agreement or work with your RA to mediate any roommate issues before putting in for a request. Please contact your building staff for additional information.

Moving must be accomplished on a single day between 12 noon and 6 p.m., unless special arrangements are made with the building staff. Your Resident Advisor can explain the check-out process that you must follow in order to make any room/apartment changes. Students who choose not to follow the procedure may be subject to community standards action and be charged a fee for improper check-out along with any damage or cleaning charges.

The University reserves the right to change room/apartment assignments in the interest of health, discipline or general welfare of the residents.

Room Cancellation

After taking occupancy, if you cancel housing because of withdrawal from the University, a 30-day notice is required. The CP Lofts require a 60-day notice. You must file the “Petition to Cancel” form with University Housing. Petitions for giving the 30-day notice are available at the University Housing Office, Building 31. The University may grant or deny the request based on the following standards with appropriate verification:

1. End of student status (e.g., withdrawal from classes, graduation).
2. Marriage or registered domestic partnership during license period (proof of marriage is a copy of the recorded marriage license).
3. Hardship. The University definition of hardship, as used in the Student Housing License Agreement, is any occurrence in which the student is intending to withdraw from the University or has been reassigned to a University program requiring the student to move to a residence other than University student housing communities. This may include Study Abroad, Co-op, internship, or agricultural housing assignments.
Payments

University Housing and meal plan payments may be made to the State Cashier in the Administration Building, Room 131, or online by e-check or, for a fee, by credit card.

Community Standards revocation of the Student Housing License Agreement is not considered a standard for cancellation; thus, will not release students from paying any outstanding housing or any other related fees (e.g., dining fees for First Year students).

Community Damages

Unexplained damages (excessive trash, damage to furniture, building or equipment) negatively impact all students and are costly to University Housing.

- When the responsible person(s) is/are identified, University Housing will bill the resident(s) directly. Additionally, the resident(s) may be subject to the Community Standards Process.
- When the responsible person(s) cannot be identified, the Housing Damages Committee, in conjunction with Community Council, may assess charges to the entire community and bill each individual resident. An additional administrative processing fee is also charged. Prior to charges being submitted, all residents will be informed of damages through posted fliers and their Cal Poly email account.

Residents are expected to take responsibility for their community and encourage everyone in your community to treat your building and home with respect. If you know the people who are responsible for trash or damages, please inform your Community Council or Resident Advisor staff.

Moving Out

Petition to Cancel requests can be found in students Housing Portal under Housing Cancellation

When you move out of housing any time during the year, you must officially check out within 24 hours of your withdrawal date or 24 hours after your last final exam at the end of the quarter. You must check out at the end of the academic year, even if you are returning to University Housing for the following academic year. Check-out guidelines include:

- Setting up a check-out time with your designated University Housing staff member.
- Removing all your belongings from your room.
- Returning Access Card, key fob, and/or room key.

Failure to complete the official check-out process will result in an improper check-out fee, in addition to charges for any unreturned cards and/or keys and room damages.
Overnight Guest Registration Procedures

a. All Overnight Guests must be registered at the Front Desk upon arrival.
   a. The guest webpage is http://www.housing.calpoly.edu/visitor-and-guest-information
b. All roommates and/or apartment mates and must approve the overnight guest.
c. Guest privileges are limited to two guests per resident with a maximum of two guests per room/apartment at any one time.
d. The resident host must know the guest or visitor personally.
e. Residents hosting guests who are minors (under the age of 18) must follow the policies and procedures. Failure to comply may result in a guest being asked to leave.
   1. Guests who are minors (under the age of 18 and not a current Cal Poly student), must have the minor’s parent or guardian provide written prior consent by completing a Minor Guest application to be competed online or physically brought to the Front Desk.
   2. Minors under the age of 15 years must be accompanied by a parent or legal guardian at all times while in University Housing.
   3. Exceptions to the minors as guests’ policies must be participating in a Cal Poly sponsored visitation program that is approved by the Executive Director of Housing or designee.
f. For approved overnight guests, there is no charge for the first two days in the calendar month. A $10 guest fee is charged to the resident student account for each additional day for a maximum of four total days per calendar month. No approved guest may stay in student housing more than two nights per month without payment of guest fees. Unauthorized or unapproved guests subject the host to a $20-per-night fee charged to the student account and the guest may be required to leave immediately.

Room/Apartment Resident Agreement

This section does not apply to the CP Lofts residents

Living with roommates can be fun but also challenging at the same time. University Housing wants all residents to have a positive experience while living in Cal Poly student housing. Room/apartment agreements are vital tools in assisting residents. They will be provided by your Resident Advisor during the second week of classes. If you experience issues with your roommates, these are your options:

Please visit http://www.housing.calpoly.edu/content/res_life/roommate-life for roommate agreement documents.

Safety and Maintenance Checks

The University is obligated to maintain a certain level of safety, sanitation, and general building maintenance. This responsibility will require periodic Safety and Maintenance Checks of rooms and apartments by University Housing staff. The University will protect individual privacy by providing notice 48 hours prior to any required health, safety and maintenance checks.
Residents will be given notice of found policy violations. A final inspection is done when you check out of your room. If residents become aware of an unsafe or unsanitary condition, or if there is a needed repair in the room/apartment or a public area, residents should complete a service request located in the Housing Tab in the Cal Poly Portal or inform the Front Desk staff, your Resident Advisor or contact University Housing at (805) 756-1226 for immediate safety issue.

Sustainability

University Housing is committed to promoting environmental sustainability through the efficient use of energy resources. You can help make a difference by:

- Recycling all appropriate trash. Recycling bins are located behind or near all housing facilities.
- Keeping toxins out of the trash including ink cartridges, batteries and cell phones. Recycling for these items is available at all Front Desks. Electronic waste donation opportunities are available at the end of the Spring Quarter in all communities.
- Turning off lights and appliances when not in use.
- Turning off your computer and monitor when not in use.
- Choosing energy efficient bulbs for any lamps you bring from home.
- Closing doors and windows when the heat or air conditioning (where applicable) is on.
- Setting your thermostat (if available) at 78 degrees for cooling and 68 degrees for heating.

Personal and Community Safety Precautions and Suggestions

- Always keep your screen secured and lock your windows and room/apartment doors, even when you are just leaving briefly or while asleep. Immediately report to a University Housing staff member if you are unable to lock and secure room or apartment doors and/or windows.
- Never prop open stairwell or exterior doors. Meet friends who are coming to visit you at the front door.
- Don’t allow building access to anyone who is not a resident or to visitors and guests without their host.
- Do not lend your key or Access Card to anyone. If you lose your key or Access Card, report it immediately to staff or the Front Desk in your community.
- Take your valuables home over break periods.
- Never walk alone at night; take advantage of the escort service.
- Let a roommate or a friend know where you are going and when you plan on returning.
- Get to know your neighbors so that you can help each other.
- Trust your instincts - If it doesn’t feel right, get to safety and call Cal Poly Police: (805) 756-2281.
- Wellness Checks – A wellness check is a visit from University Housing staff and possibly Cal Poly Police if there is a concern for a student's safety. A wellness check can result in staff keying into the room/apartment to determine if a student is safe.
Housing Security

For resident safety, all building entrance doors are locked 24 hours a day. Students should not bypass or disable community security by any action, including, but not limited to, damaging locks, propping or blocking latches of exterior and fire doors. Residents must keep outside doors locked and should not allow building access to anyone who is not a resident, or to visitors and guests without their host.

Cameras

- Video security cameras are located throughout University Housing to monitor and surveil University property for safety, security, and to aid law enforcement. All recording shall be done with recognition of the reasonable expectation of privacy among members of the University community.

Cooking

- Cooking is only permitted in designated areas. These areas include, and are limited to, apartment and building kitchens, lobby microwaves and outside barbecue grills, if provided by University Housing.
- Barbecue grills are available for resident use in on-campus housing. Students should always take precaution when cooking to ensure community safety. Residents who intentionally or unintentionally cause a fire alarm activation due to cooking negligence may held responsible through the Community Standards process (see the Cooking Safety Tips section for additional information).

Cooking Safety Tips

- Never leave any item unattended while cooking (microwave, stove, oven, etc.).
- Check twice to ensure correct cooking time and temperature.
- When cooking with oil, always use a cooking thermometer.
- When microwaving, cooking or baking, only use approved containers, utensils and cookware.
- Clean any debris and residue off of your stove prior to cooking. If you don’t, it will burn and create smoke.
- Keep wooden utensils, pot holders, towels, packaging, paper, etc., away from the stove.
- Use the fan above your stove when cooking (on/off switch is located on the microwave).
- Always have pot holders and lids easily accessible when cooking.
- Keep your fire extinguisher readily accessible (a fire extinguisher is mounted on the wall in the kitchen). If you cannot safely put out the fire, leave your apartment immediately!
- If there is a cooking fire, attempt to put out the fire by placing the lid on the pan and removing it from heat.
• If there is a cooking fire in the microwave, please turn off the appliance and keep it closed. Open a window and turn on the fan above the stove. If the fire is not put out by these actions, please leave the area immediately.
• Secure the area and call 911.
• Immediately inform University Housing staff of any cooking related incidents, be sure to include which appliance and if there were flames. If you used your fire extinguisher, please submit a work order via your My Cal Poly Portal so it can be replaced.

**Missing Persons Procedure**

If a resident is reported missing it is a requirement to contact Cal Poly Police 805-756-2281

Please always communicate to your roommates or someone you know where you are going and when you will return. Please call Cal Poly Police, (805) 756-2281, 911, or contact a University Housing staff member if you are concerned that someone you know is missing. If someone is reported missing, Housing staff will contact the police, and they will initiate follow-up and investigation.

**Sexual Harassment Prevention**

If you feel that you or another member of the housing community has been a victim of sexual harassment, please see the [Complaints and Action Guidelines](#) to report the incident to the appropriate contact person immediately. General questions and concerns should be directed to the Director of Equal Opportunity at (805) 756-6770.

**Gender Based Violence Policy**

Sexual assault, sexual battery, sexual harassment, rape, and sexual offenses of any nature, that are carried out without the expressed consent of all parties as defined by the California State Penal Code and as outlined in the *Cal Poly Sexual Assault Policy* is strictly prohibited.

California Polytechnic State University, San Luis Obispo, is strongly committed to providing an educational environment in which students, faculty, and staff work together in an atmosphere free of sexual assault. The University views any act identified as sexual assault as a serious matter. Every member of the University community should be aware that sexual assault is prohibited by State law and University policy. This institution will vigorously discipline and/or prosecute persons identified as responsible for assaults as described in this policy.

The University is committed to ensuring that students, employees, or other persons who have been sexually assaulted, including acquaintance rape, are provided treatment, assistance, and information, and are treated with sensitivity, care and confidentiality to the extent permitted by law. For more information on *Cal Poly’s Sexual Assault Policy*, resources and information, please visit the website, [http://policy.calpoly.edu/cap/finalTOC.htm](http://policy.calpoly.edu/cap/finalTOC.htm).
Note: It is common for survivors to question whether an assault may be defined as sexual assault. In such cases, the survivor is strongly encouraged to call upon any of the resources listed in this policy and seek assistance and clarification regarding their particular situation.

Reporting an Assault

The University recognizes that survivors of sexual assault may minimize the impact of what happened to them, potentially delaying the reporting of the assault or seeking help. All survivors are encouraged to seek assistance in addressing the traumatic impact of the crime of sexual assault, whether through reporting the assault or seeking counseling, advocacy, or other services.

Assistance and Support Options

University Housing residents may seek assistance through a University Housing staff member. Any report of the crime of sexual assault is treated as a mandated report by staff; thus, the Cal Poly Police or SLO Police Department are immediately contacted. Housing staff work with survivors to immediately link them with appropriate campus and community referrals.

Cal Poly student survivors who do not want to file a police report, but are interested in being tested and/or treated for STIs, pregnancy or injuries resulting from a sexual assault may seek treatment at Health Services at Cal Poly at (805) 756-1211. It is important to know that, in some circumstances, injuries resulting from domestic or relationship violence are mandated to be reported to law enforcement.

Any survivor seeking confidential counseling or advocacy may contact the RISE Center in San Luis Obispo, by phone, (855) 866-7473, or through their website, RISEslo.org.

Cal Poly student survivors may also contact Cal Poly Counseling Services, (805) 756-2511. Counseling through either of these resources may be initiated at any time following the assault.

The Dean of Students Office on campus, through the SAFER Program, provides a safe, supportive environment and trained staff prepared to guide Cal Poly community survivors through the process of determining what action to take. SAFER staff are also available to provide information regarding community resources, http://deanofstudent.calpoly.edu/content/safer/index.

Equal Opportunity Office

Cal Poly is committed to creating and maintaining an environment in which faculty, staff, and students work together in an atmosphere of mutual respect and unconstrained academic interchange. In the university environment, all individuals are entitled to benefit from university programs and activities without having to tolerate inappropriate behavior because of their gender.
This policy applies to all members of the University community and everyone is expected to give the subject the serious attention it requires. Sexual harassment violates university policy, seriously threatens the academic environment, is contrary to law, and will not be tolerated. The University also will not tolerate sexually harassing conduct by a non-employee toward any member of the University community where the non-employee and the member of the University community are participating in University activities. Independent contractors, vendors, and others who do business with the University or on University premises are expected to comply with this policy, and the University will take appropriate action if they fail to do so.

For more information on Cal Poly’s policy and procedures regarding sexual harassment visit the Equal Opportunity website.

Intimidation and Retaliation against Involved Parties

Retaliation against any involved parties and/or witnesses will not be tolerated, particularly any threats, stalking, harassment, or conduct which threatens the health or safety of any potential witness. This also includes dissuading or preventing any involved parties from attending or giving testimony at any proceeding or inquiry involving an allegation of sexual assault under this policy, or any attempt to contact, harass, or intimidate potential witnesses involved in any criminal and/or student disciplinary process, whether in person, by telephone, by regular or electronic mail, through associates or by any other means. In addition, dissuading or preventing involved parties from giving testimony may be a violation of 136.1 of the Penal Code and could result in arrest and/or felony criminal charges being filed. The University will work with anyone reporting an act of sexual assault to protect them from any of the above actions and to encourage them to report any such actions so they may be investigated and/or disciplined appropriately.

Harassment and Assault

Physical, uncivil, threatening, and intimidating actions and abuse against any member of the community are not welcome in the University Housing community and will be subject to review to determine if they violate the CSU Standards for Student Conduct or other campus policies. Any activity directed at self, others, or a group of individuals living in student housing, which could cause physical, and/or emotional, harm, is strictly prohibited. Residents are prohibited from engaging in any activity which could violate personal safety including, but not limited to, harassment, pranks, stalking, physical abuse, assault, threats, intimidation, bribery or coercion. You are expected to act in a manner which will not disturb the academic pursuits or infringe upon the privacy, rights, privileges, health or safety of others.

Bullying
Bullying is defined as passive or active, aggressive and hostile acts of an individual or group of individuals that are intended to humiliate, mentally or physically injure or intimidate, demean/lessen, and/or control another individual or group of individuals. Bullying can foster a climate of fear and disrespect which seriously impairs the physical and psychological health of its victims and creates conditions that negatively affect any learning environment.

It is the policy of University Housing that no student should be subjected to bullying or harassing behavior. Furthermore, no person should engage in any act of reprisal or retaliation against a victim, witness or anyone with information about an act of bullying or harassing behavior.

Community Resources and Amenities

Access Cards/Room Keys/Key Fobs

Each resident is responsible for their own Access Card, room key, or key fob and under no circumstances are these items be loaned to another individual.

If you are temporarily locked out or misplace your Access Card, you need to go to the University Housing Office, yakʔitʸutʸu main office, or the Poly Canyon Village Housing Aliso Office to check out a spare Access Card. If you need to check out a spare key to your room door, you need to go to your community Front Desk. Residents requesting a spare key/Access Card must present identification. You must return the spare key/Access Card within one (1) hour. Failure to return the key/Access Card within the time allowed will result in the lock core of your bedroom being changed without any further notice and/or your Access Card being deactivated. This is done for security and safety reasons.

The cost to replace an Access Card is $10. The charge for a room lock change is $75. Prices for the CP Lofts vary. This will be billed directly to your Cal Poly student account. A resident who is locked out before or after the Office or Front Desk is open may ask a Resident Advisor (if available) to unlock their door. Custodial and/or Facility Services staff are not authorized to unlock a student’s room.

University Housing Recreational Amenities

Basketball courts
Sierra Madre & Yosemite Residence Halls
Poly Canyon Village
Yakʔitʸutʸu

Bean Bag Toss
Yakʔitʸutʸu
Poly Canyon Village

**Pool**
Poly Canyon Village  (only available to PCV and Cerro Vista Residents and guests)

**Table Tennis**
yakʔitʸutʸu
North Mountain Residence Halls
Cerro Vista
Poly Canyon Village

**Volleyball courts**
Sierra Madre & Yosemite Residence Halls
Poly Canyon Village

**Appliance and Electronic Device Guidelines for Residence Halls**

To help ensure the safety of our residents, and to assist in having uninterrupted utilities the following guidelines regarding electrical devices are in affect:

<table>
<thead>
<tr>
<th>Items ALLOWED in rooms:</th>
<th>Items NOT ALLOWED in rooms:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entertainment and Communication Devices:</td>
<td></td>
</tr>
<tr>
<td>Computers, televisions, cellphones, tablets, gaming,</td>
<td>Electrical Cooking Appliances:</td>
</tr>
<tr>
<td>USB devices, radios and stereos</td>
<td>Microwaves, coffee makers, electric kettles, rice</td>
</tr>
<tr>
<td>Battery operated LED decorative lighting, battery</td>
<td>cookers/steamers, electric skilllets, electric grills (George Foreman grills and similar),</td>
</tr>
<tr>
<td>operated LED holiday lights.</td>
<td>toasters and toaster ovens, hotplates, popcorn poppers, slow cookers and “hot pots”</td>
</tr>
<tr>
<td>Food Storage:</td>
<td></td>
</tr>
<tr>
<td>One mini-refrigerator per room will be provided by University Housing. Please plug them directly into the wall outlet.</td>
<td>Decorations:</td>
</tr>
<tr>
<td>Personal Care:</td>
<td>Plug-In decorative lighting, plug-in holiday lights, oil lamps, lava lamps</td>
</tr>
<tr>
<td>Blow dryers, clothing irons, curling irons, hair straighteners, curlers, and garment steamers must be used in the bathrooms rather than the residence rooms. Bathrooms have sufficient electrical outlets to</td>
<td>Portable Heating Devices:</td>
</tr>
<tr>
<td></td>
<td>Space heaters are not allowed in rooms. University Housing will provide space heaters should a heating outage occur</td>
</tr>
</tbody>
</table>
accommodate these items.

| Lighting: Desk lamps with compact fluorescent or LED bulbs, task lights with compact fluorescent bulbs or LED incandescent bulbs |

Additional Safety Steps:
• Never cover lamps with clothing, paper, curtains and/or other things that may burn.
• Don’t run electrical cords under rugs or against furniture where they may be pinched or walked on.
• Keep furniture placed a sufficient distance away from electrical plugs so that the cords are not sharply bent or pressed.
• Make sure all electrical cords are in good repair before use.

To assist residents, each residence hall is equipped with a K-cup coffee maker and electric tea kettle for your regular use and each laundry room is equipped with ironing boards and irons.

Electrical Outages
Residents should be aware that unannounced electrical outages may occur. Students are responsible for taking precautions for protecting their electrical appliances, computer, and computer documents from electrical power surges. Please remember to save your computer work frequently.

Heat
In the North Mountain, Sierra Madre, and Yosemite Halls, the heating units need adequate air circulation to operate. Allow approximately 18 inches of clearance around the heater. Do not obstruct the heater with furniture, bedding, or personal belongings. The heater valve must be in the “On” position.

In yak?itʸutʸu, heat is controlled by motion sensors. Bedrooms will hold whatever temperature the thermostat is set to, from 60°F - 70°F, between 9am and midnight. The heater will go into “Night Mode” at midnight, automatically set the minimum room temperature to 60°F and will only activate the heater if room sensors detect motion for 5 minutes. To save energy, the heater may turn off when the room is vacant. When a resident re-enter the room after it has been vacant, the heater will automatically turn on and resume the last temperature settings.
Laundry Rooms

University Housing provides free laundry machines for residents. Laundry machines are located throughout each community. If a machine malfunction occurs, please complete a service request or notify the Front Desk staff of the machine number. CP Lofts refer to the laundry operations signs located in your laundry room.

The University assumes no responsibility for items left in laundry rooms. Residents are responsible for removing their laundry from the laundry rooms in a timely manner.

Laundry that remains in the laundry room will be removed by the custodial staff and taken to the Front Desk lost and found. If the property is not claimed after a week, staff will turn items over to University lost and found located at Facility Services.

Lost and Found

Each community Front Desk maintains a lost and found box. The designated University Housing staff member for the CP Lofts maintains the lost and found items for that facility. Within a week, lost and found items not claimed are donated.

Quarterly, items in lost and found will be sent to the campus Lost and Found at Facility Services. University Housing takes no responsibility for loss of personal property left in common areas.

Mail Services

Untracked "letter mail" from the United States Postal Services is either delivered to mailboxes within each residence hall or to a centralized mail room for residents of PCV, Sierra Madre, Yosemite, & yakʔitʸutʸu.

Centralized mail rooms are located at:
Sequoia Hall (driveway entrance) - Residents of: Tenaya, Muir, Sequoia, Trinity, Santa Lucia, Loft and North Mountain residents
Pacheco Post in yakʔitʸutʸu - Residents of: Sierra Madre, Yosemite, and yakʔitʸutʸu
Canyon Post in Aliso (PCV) - Residents of: Poly Canyon Village and Cerro Vista

To pick up items, students must show their photo ID and notification email.

For further information about packages and how to address your mail, visit the Cal Poly Distribution Services website.
Parking

Parking permits are required for all vehicles parked on campus. If you are granted an annual permit, your license plate will serve as your permit for the Parking Services team. For further information, please visit the Cal Poly Police Transportation & Parking Services website.

Visitor Parking — Visitors wishing to park on campus must obtain a visitor’s parking permit. Permits may be obtained at the Visitor Information Center at the Grand Avenue entrance to campus.

No Parking Areas — Vehicles parked in red curb areas, driveways, tow-away zones, access roads, yellow State Vehicle spaces, disabled parking (without disabled permit) or Coordinator of Student Development parking spaces will be towed at the owner’s expense. Parking in those areas can impede emergency response as well as maintenance and delivery services.

CP Lofts Parking — For parking passes downtown, permits are issued by the City of SLO. For more information please visit their website for more information: http://www.slocity.org/government/department-directory/public-works/parking-services

Repairs/Maintenance

If an item is in need of repair, complete an online service request (available on the housing tab in your portal), report it to a staff member, your Front Desk. Service requests are processed Monday through Friday. If urgent, during business hours, call University Housing at extension (805) 756-1226. After hours, contact your Front Desk or a Resident Advisors on-call. CP Loft residents contact the live-on University Housing staff member, emergency backup contact, or SLOPD. Please provide a detailed description of the problem including the location, time, and any actions you have taken. The University will protect individual privacy by providing notice 48 hours prior to any required health, safety and maintenance checks.

Any situation that can be a safety concern should be reported immediately to a staff member. Residents must report known safety issues; e.g., broken window locks, low smoke detector batteries, etc.

Restrooms

Residents are not to leave personal items in communal bathrooms. Personal items are to be secured in bathroom lockers (where provided) or in your room. Shampoo, toothpaste, hair dryers, etc., left in restrooms make them difficult to clean. Custodial staff will remove such items from restrooms to designated storage areas where they may be claimed through the Front Desk.

Room and Apartment Furniture

Each room is furnished with a bed, mattress, chest of drawers, desk, chair, recycling basket, and wastebasket for each resident. Residents are expected to give reasonable care to their room,
apartment or unit and its furnishings and make prompt payment for any damage or loss. All furnishings must stay in their designated locations.

**Special Conditions and Disclosures**

Residents within the Cal Poly student housing facilities should be aware that the general surroundings may contain conditions or equipment that may pose a risk to the resident. Cal Poly University Housing staff will take reasonable steps to ensure that all hazardous areas are secured or posted with appropriate warning signs. These conditions may include, but are not limited to, electrical substations, high voltage transmission lines, electrical transformers, mechanical equipment, noise transmissions, asbestos, lead, mold, cleaning chemicals, moist conditions, or pesticides. Residents are to act in a responsible fashion and shall avoid contact or exposure to conditions or building materials that may be considered hazardous.

The Cerro Vista Apartments, the Poly Canyon Village Apartments, yakʔitʸutʸu, and the North Mountain residence halls facilities are in proximity to an electrical substation and overhead high voltage transmission wires. While not conclusive, scientific controversy exists over possible health effects associated with exposure to electromagnetic fields from electrical sources such as transmission lines and substations. This area is fenced and clearly marked with warning signage. Residents are to avoid any contact and not enter this area at any time.

In addition, residents are made aware that the following living environmental conditions may exist:

- The Cal Poly student housing environment may contain food, animal, or other allergens at any given time due to student activities and/or eating habits.
- Cal Poly housing communities are densely populated living environments that are highly interactive and, at times, may be noisy and disruptive.
- Roommate assignments are made without consideration to ethnicity, race, religion, sexual orientation, or ability.
- Residents may be exposed to peer pressure to use illegal substances or to participate in other inappropriate behaviors. Students are expected to have the maturity to make independent decisions about their personal behaviors and will be held accountable for their behavioral choices.
- Periodic use of the Cal Poly Police K-9 unit will occur in student housing throughout the academic year.

For additional information on hazards or building conditions that may exist within the University community, please contact the Housing Services Office at (805) 756-1587 or the University’s Risk Management Office (805) 756-6755

**Storage**
Storage space is not available. Hand luggage may be kept in your room, but it is recommended that you limit storage in favor of more living space. Cardboard or paper cartons may not be stored in rooms because of the additional fire hazard.

**Telephones**

By request through University Information Technology Services, telephone service (landline) and equipment can be installed in resident rooms and maintained by the University. Any alterations to, or tampering with, this service and equipment may result in Community Standards action and/or a service charge to correct difficulties due to unauthorized use.

CP Loft residents, please refer to your Housing License, Terms and Conditions.

**Television Access**

Students living on campus have access to television programs via computer or “digital-ready” television. Students need to provide their own computer, computer cable, TV and/or coaxial cable. When connected to the campus Internet system, students will log in via the provider website: Philo.com. Individual Philo log-in information is provided at move-in. Each student may utilize the recording capabilities offered through the Philo website for up to 20 hours of independent recording.

For TV’s to support direct streaming, students will need a Roku device to play Philo through as the digital TV is connected to the network via Ethernet cable or WiFi. Older televisions may require a digital conversion box, which students need to provide. No exterior antennas, aerials, satellite dishes, signs, wires, or similar objects are to be attached or erected in the apartment complex. Residents may report cable problems or request service by submitting an online service request or by contacting their Front Desk or Resnet.

**Trash and Recycling**

Wastebaskets and recycling baskets are provided in each apartment/room/unit. Please empty your room trash and recyclables into the bins provided outside the building. Residents are not to dispose of personal trash in any public area trash can, including lobby, lounge or corridor areas. The trash containers in the bathrooms, lounges and lobbies are only for incidental trash for those areas. Residents are encouraged to recycle whenever possible. If mail/trash is found, residents may be charged accordingly. Some communities allow students to compost, see your RA for more information.

**Secure Mustang Wireless Network Policy**

Wireless access is available throughout Cal Poly Student Housing. Network authentication is required for each device. Unauthorized use, tampering with, or damage to, any part of the computer network connectivity system and/or violation of policies as stated in the University’s
“Responsible Use Policy” and/or University Housing’s “Student Computing Agreement” located at the Housing website, is prohibited. Violations result in permanent loss of computer network connectivity privileges to the Cal Poly network and possible revocation of a student’s housing license.

These policies include, but are not limited to, the following:

a. Network authentication is required prior to computer network access.
b. Residents are required to be in compliance with University Housing’s Technology Mandatory Computing Security Requirements.
c. Attempting to circumvent University network security is prohibited.
d. Tampering with, or causing damage to, any part of the University Network is prohibited.
e. Unauthorized use or modification of the University Network or airways by the use of networking equipment including, but not limited to, airports, switches, routers or hubs is prohibited.
f. All unauthorized attempts to gain access, monitor, duplicate, modify, interfere or tamper with, any computer system, electronic communications, or data residing on the University network is prohibited.
g. Obtaining a password for a computer account, and/or using a computer account that you are not authorized to use, is prohibited.
h. Knowingly running or installing on any computer system or network or giving to another user any malicious software program including, but not limited to, viruses, Trojan horses and/or worms, is prohibited.
i. Violating terms of applicable software licensing agreements or U.S. Copyright Law by performing any of the following actions: illegal reproduction, acquisition or distribution of any material including, but not limited to, music files, movie files, software and video, is prohibited.
j. Using the University network for commercial gain including, but not limited to, operating any type of business within Cal Poly student housing living communities is prohibited. An exception to this policy is for residents in CP Lofts and iCommunity who are living in an entrepreneurial environment which supports business ventures.
k. Anything that is against policy to do without a computer is also against policy to do with a computer.

**Vending Machines**

Snack and beverage machines (if provided) are located in the main lounges and Community Centers. When vending machines malfunction, refunds are available through Campus Dining offices. Please report empty or malfunctioning machines to the Front Desk immediately or call University Housing extension (805) 756-1226.

**Community Standards Process Overview**
Community Standards have been established in order to help develop and maintain an environment which is conducive to academic, personal and social growth. Students are expected to understand and observe the standards of the student housing community as well as all Federal, State, and local laws and University regulations.

When you signed the Housing License to live with us, you agreed to live by the policies and standards of conduct within University Housing that are contained in this Handbook, as well as information contained in the Housing License.

Alleged violation of any policy initiates the community standards process or students may be referred to University discipline action through the Office of Student Rights & Responsibilities.

The components of the community standards process include an Incident Report, a Community Standards meeting being held, an outcome being decided, and, if found responsible, resolution(s) being assigned. Residents may report alleged violations of community standards policies to their RAs or CSDs. The Leadership, 24/7 Quiet hour, and Substance free communities have additional addendums that your RA will review during the first community meeting.

This process provides educational opportunities that encourage students to evaluate their own actions, consider their own decision-making, and acquire new skills to improve their choices in the future.

Below are University Housings Expectations for creating a safe, inclusive, and welcoming environment.

1. Residents are responsible for their personal actions and the actions of any guest they bring into the community.
2. Residents are responsible for getting involved in a positive manner in their community.
3. Residents are responsible for respecting the differences of others.
4. Residents are responsible for abiding by all community standards and policies as outlined in the Housing License and this Handbook.
5. Residents are responsible for holding other community members responsible for their actions including being in the presence of a policy violation.
6. Residents are responsible for taking an active role in the safety of their community.

The following policies are in effect in and around all University Housing designated apartments and residence halls.

**Violation of Community Standards**

Residents are encouraged to attend all Community Standards meetings and are required to be on time and complete all resolutions by deadlines issued. Residents are subject to additional campus action through the Office of Student Rights & Responsibilities, up to and including
revocation of the resident’s housing license, if these requirements are not met. University Housing reserves the right to decide the outcome and resolution when a student decides not to attend a meeting.

**Expectations of Students during the Community Standards Process**

- Students will attend and be on time to their Community Standards meetings.
- Students will be honest and not distort or misrepresent information.
- Students will not discourage or attempt to negatively impact other participants.
- Students will be respectful of the community standards process by adhering to the privacy of the process and following all steps outlined.
- Students will complete all assigned resolutions completely and on time.

**Expectations of Staff conducting Community Standards Meetings**

- Staff will follow established procedures to ensure that students’ rights are upheld, and due process is observed.
- Staff will conduct meetings in a respectful manner.
- Staff will be unbiased in their decision-making.
- Staff will hold meetings and provide resolutions to students in a timely manner.
- Educational resolutions assigned will appropriately apply to students.

**Rights of Students during the Community Standards Process**

1. Students have the right to a community standard meeting. A community standards meeting must take place before any disciplinary action is taken. The community standards meeting should be held within a reasonable time. If the student does not appear for the meeting, a decision is made based upon the information available in the incident report and the resident is responsible for any resolutions that follow from the meeting.
2. Students have the right to be informed. Students will be able to review a copy of the Incident Report describing the incident in which they are allegedly involved.
3. Students have the right to have a support person present. The support person may attend the community standards meeting, but only in a private consulting capacity; he/she shall not speak on behalf of the student or actively participate in the community standards process in any way. University Housing staff may not serve as the student’s support person in a community standard meeting. University Housing Staff has the right to ask the support person to leave if not fulfilling role expectations. No part of the community standards process may be recorded.
4. Students have the right to have their file reviewed at the next hierarchical level. Students will be provided with instructions on how to file a review. Once a review decision has been made, that decision is final. Students can have their file reviewed based for the following reasons:
   a. New Information/Evidence
   b. Fairness/Consistency of Standards
c. Improper Procedures/Student Rights Not Upheld

5. Students have the right to privacy. Every effort is made to safeguard a student’s privacy in regard to the community standards process. (Please note that community standards records can be subpoenaed during legal proceedings.)

**Revocation of University Housing License**

Residents who are found responsible for a severe policy violation, multiple policy violations, repeat policy violations, or who do not abide by the terms and conditions of the Housing License Agreement, are subject to the termination of their Housing License Agreement.

Revocation of University Housing License due to violation of University Housing policies requires that the student move out of student housing without release of financial obligation of University Housing or meals payments for the remainder of the housing license. Once a resident has a University Housing license revoked, they are no longer allowed to be in or around Cal Poly student housing.

**Family Educational Rights and Privacy Act of 1974 (FERPA)**

Students may request a release of information form on a case by case basis.

*FERPA* (Family Educational Rights and Privacy Act of 1974) affords students certain rights with respect to their educational records. These include the following:

- The right to inspect and review your educational records;
- The right to request the amendment of your educational records;
- The right to not have the University disclose information from your educational records, except with your written consent and in other specific cases,
- The right to protect personally identifiable information. Please visit the *FERPA* website for more information.

**Office of Student Rights & Responsibilities**

The Office of Student Rights & Responsibilities administers the California State University Standards for Student Conduct. This office ensures a fair and impartial administration of the disciplinary process while educating students about their responsibilities and protecting the rights of all members of the University community. The University Housing Community Standards process collaborates with the Office of Student Rights & Responsibilities and Cal Poly Police.

The provisions of Sections 41301 and 41302 of Title 5 of the California Code of Regulation, which relates to the CSU Standards for Student Conduct, are applicable to all University Housing residents. A copy of these regulations is available online at the Cal Poly *Office of Student Rights and Responsibilities* website.
a. If you allegedly violate a policy stated in the Housing License that is also a violation of the Student Conduct Code and/or State/Federal laws, the case may be adjudicated by the University Housing Community Standards Process, the Office of Student Rights and Responsibilities, and the legal system. You may view the Student Conduct Code and Student Conduct process at the Student Rights and Responsibilities website.

b. In support of maintaining University Housing’s Standards of Community, during the course of a conduct and/or police investigation alleging sexual assault/harassment, or other serious incident, University Housing retains the right to change, either temporarily or permanently, a resident’s housing assignment.

c. In accordance with the Student Handbooks and the Student Code of Conduct, and policies set forth in the Dining Plan Handbook, unacceptable behavior or failure to adhere to policies may result in permanent removal of a resident from some or all food service venues.

**Responsible Action Policy**

University Housing places the health, safety and well-being of its residents as one of its highest priorities. All members of the community are urged to contact a University Housing staff member, or call 911, whenever medical assistance may be needed.

It is recognized that, in situations where students are intoxicated (alcohol or drugs), the threat of disciplinary action may be a barrier to seeking help for themselves or a friend. Residents who make the responsible decision to contact University Housing staff, or call 911, to seek assistance for others in need, will have this taken favorably into consideration during their community standards meeting.

**Personal Care and/or Community Care**

Residents are responsible for managing their personal care which includes; but is not limited to, appropriate personal hygiene, mental health, management of medical conditions or illnesses, and/or health-related personal needs.

Residents who inappropriately handle or dispose of biohazards including, but not limited to, medical syringes, blood and other body fluids, may be considered in violation of the personal care policy and charged for repair or cleaning.

Residents are expected to behave in a manner that is consistent with the safety, success, and well-being of others. Residents may be held responsible for any action (or inaction) which is deemed to potentially endanger or negatively impact themselves or others within the community.

**Alcohol Policy**
a. Possession, distribution, consumption, or being under the influence of alcoholic beverages, vaporized alcohol, or beverages labeled as a nonalcoholic substitute is prohibited in or around the immediate area of student housing communities and at off-campus University Housing sponsored events. Students suspected of consuming alcohol (because of odor, sound, disruptive behavior, or by information brought to staff) will be documented.
b. The manufacturing of or attempt to manufacture alcohol is prohibited.
c. Residents of a room may be held personally responsible for any violation of the alcohol policy regardless of whether or not they are present when the violations occur.
d. Students in the presence of alcohol and/or alcohol containers are subject to disciplinary action.
e. Drinking games or simulated drinking games are prohibited. These include water pong, flip cups and quarters and other variants.
f. Per State law, students assume all legal responsibilities for actions and costs related to failure to comply with State laws regarding alcohol use.
http://www.abc.ca.gov/lawsrulesreg.html
g. Containers that originally contained alcohol and alcohol paraphernalia, including, but not limited to, cans, bottles, boxes, beer bongs, kegs, etc., are not permitted, should not be displayed and will need to be disposed of in the appropriate manner.
h. The inability to exercise care for one’s own safety or the safety of others as a result of alcohol consumption is a violation of the alcohol policy.

Over 21 Alcohol Policy for Residents Living in Poly Canyon Village, Cerro Vista, and CP Lofts

Please review the guidelines for more information. If a student is 21 years old and chooses to have alcohol in their apartment:

a. All students living in the apartment must be 21 years of age or older, must be in agreement that alcohol may be present in the apartment.
b. Residents will discuss a plan to manage responsibility for themselves and with each other for responsible alcohol guidelines such as noise, number of people in the apartment, frequency, amount, handling of emergencies, and clean up.
c. Individual alcoholic beverages are allowed, but no common sources of alcohol are allowed (i.e., kegs, party balls, punch bowls, handles, etc.).
d. If alcohol is present in an apartment, guests under the age of 21 are not allowed.
e. Carrying open containers or consuming alcoholic beverages is not permitted in, and should not be visible from, any public area of the student housing community (inside or outside).
f. Residents of the room may be held personally responsible for any violation of the alcohol policy regardless of whether or not they are present when the violations occur.
g. Drinking games or simulated drinking games are prohibited. These include water pong, and other variants.
h. All state laws regarding alcohol apply. Per State law, students assume all legal responsibilities for actions and costs related to failure to comply with State and local laws regarding alcohol use.
i. Containers that originally contained alcohol and alcohol paraphernalia, including, beer bongs, kegs, lighted signs, etc., are not permitted, should not be displayed and will be disposed of.

j. The inability to exercise care for one’s own safety or the safety of others as a result of alcohol consumption is a violation of the alcohol policy.

### Appliances and Electronic Devices

Residents may only have approved appliances or electronic devices in their rooms and apartments.

a. Allowed electronic devices including but not limited to computers and related devices, cell phones, tablets, gaming consoles, GPS devices, clock radios, televisions, stereos and fish tanks, where approved, must be plugged into an electrical outlet utilizing a surge protector and their electrical cords are in good repair.

b. Only residents living in apartments, may bring other cooking devices, such as, rice cookers, toasters, blenders, indoor grilling machines, etc. These items may only be used in the kitchen areas and all appliances must be directly supervised at all times while in use.

c. Appliances and electronic devices not permitted include, but are not limited to, room heaters (electric or gas), air conditioners, personal refrigerators, dishwashers and free-standing freezers.

d. Electronic cooking appliances are not permitted in bedrooms. These appliances include, but are not limited to: microwaves, coffee makers, electric kettles or water heaters, rice cookers, electric skillets electric grills (George Foreman grills and similar), toasters and toaster ovens, hotplates, popcorn poppers, and slow cookers and “hot pots”.

f. Students with medical needs requiring an additional microwave or additional refrigeration space need to contact the Disability Resource Center (DRC) (805) 756-1395. The DRC will then notify University Housing of any accommodation needs.

g. Refrigerators must be kept in an open space that allows ventilation. Refrigerators may not be placed in room closets or underneath desks.

See **Appliance and Electronic Device Guidelines for Residence Halls** section for additional information on allowable items in rooms.

### Animal Policy

Students and/or their guests may not bring any animal into University Housing or keep animals in or around the immediate area of any housing facility with the exception of fish in aquariums.

- This includes visiting pets, regardless of length of stay.
- Aquariums must not exceed a combined capacity of ten gallons per room or apartment. Reptiles, insects, and amphibians are not allowed.
• Cruelty or abuse of any animal in and around the immediate area of Cal Poly student housing is prohibited.
• Students residing in The CP Lofts are not allowed to have animals of any kind, including fish in aquariums.

**Animal Safety:**
• There are a variety of wild animals that inhabit areas around University Housing, including deer, turkeys, snakes, mountain lions, etc. Residents should take precautions as they encounter these animals and please immediately report wild or dangerous animals to Cal Poly Police or Housing staff.

**Emotional Support/Service Animals**

All emotional support or service animals must be approved by the Disability Resource Center and registered through University Housing prior to bringing the animal to campus. Should the animal be moved in prior to approval, the student risks their request being denied for failure to honor the ESA policy. To register contact Assignments in the University Housing office at (805) 756-7990. Residents must follow all outlined policies and procedures outlined in the "Service and/or Emotional Support Animal (ESA) Supplemental Agreement".

**Barbecues**

Barbecue grills are installed in outdoor table areas or behind most residence halls. Students who want to use grills are to check with Front Desk staff about policies and procedures. Grills are available on a first-come, first-served, basis.

**Bicycles**

Bicycles may be stored in a resident’s room if permission is received from all roommates. Bicycles may not be parked in any of the public areas or communal building facilities; such as, laundry rooms, lounges, hallways, and stairways.

Bicycles must be parked in racks provided by the University. Bicycles parked inappropriately will be impounded and stored at Cal Poly Police. Protect your bicycle by registering it at Cal Poly Police.

Bicycles and skateboards must be walked or lifted on sidewalks and hallways and are not allowed in landscaped areas.

**Cohabitation**

Rooms and apartments are to be occupied only by the students who have signed a license agreement with the University. No student shall live with a person other than their assigned room/apartment mate(s). Students must follow all University Housing administrative guidelines regarding room/apartment transfers or other changes in housing status.
### Common Area Space Usage

Common areas in student housing are intended for resident personal use and University Housing-based programming only. Student clubs, off-campus organizations and businesses are only allowed to hold events or meetings in student housing if the event is directly related to the educational mission of the learning community and with prior approval of the Coordinator of Student Development or the appropriate University Housing staff member. As per the Campus Administrative Policies, commercial solicitation is prohibited in Cal Poly student housing unless prior written approval has been obtained from the University President or a designated representative.

An exception to the commercial solicitation policy is for residents in CP Lofts and iCommunity who are living in an entrepreneurial environment which supports business ventures.

### Community Responsibility Policy

Each resident is responsible for all activities that occur in their assigned room, common room or study lounge, lounge space. By allowing the existence of behaviors or items that violate policy, the resident has nonverbally consented to the violations. Each resident is responsible for actively ensuring that unlawful or inappropriate behaviors or items do not exist in their residence hall room and for reporting such behaviors or items to University staff. Passive participation in events that violate University policy or residence hall regulations will not be tolerated.

### Drug Policy

a. Possession, use, distribution, or being under the influence of any State or Federally banned drugs is prohibited in or around the immediate area of student housing. Students suspected of using drugs (because of odor, disruptive behavior, or by information brought to staff) will be documented.

b. The manufacturing of, or attempt to manufacture, any State or federally recognized drug, is prohibited.

c. Drug paraphernalia, or any object used as drug paraphernalia; including, but not limited to, pipes, water pipes/bongs, vaporizers, scales, grinders, hookahs, rolling papers and hollowed-out cigars, is prohibited in and around the immediate area of the student housing.
   1. All California State University Campuses do NOT recognize medical cannabis (215) cards.

d. Residents in the presence of any State or Federally banned drugs or drug paraphernalia are subject to disciplinary action.

e. Using any legal substance in a manner which may impair normal functioning is not permitted.

f. The residents of the room may be held personally responsible for any violation of the drug policy in that room regardless of whether or not they are present when the violation(s) occur(s).
g. Selling, distributing, sharing or misusing prescription medication is strictly prohibited.
h. Possession of medical Cannabis cards does not permit resident to violate any of the above policies.
i. Periodic use of drug dogs by Cal Poly Police will occur in University Housing throughout the year.

Explosives and Weapons

Explosives and weapons of any kind are prohibited. No student may possess or discharge any type of weapon including, but not limited to, a firearm, airsoft/paintball gun, fireworks, archery equipment, non-kitchen style knives, brass/metal knuckles, ammunition, air tanks, stun guns, tasers, explosives, or any device that can propel an object any distance. Costume/replica weapons and/or sports equipment, including, but not limited to, martial arts weapons, fake guns, fake knives, replica swords, fencing weapons, and color guard rifles, are prohibited. The improper discharge of a chemical agent, including, but not limited to, mace, pepper spray or other aerosols, in or around student housing is prohibited. Permitted items used to threaten, intimidate or harm others are considered weapons.

Fire Safety

You are expected to take reasonable care to prevent damage to the premises by fire or other causes.

Violations of any of the below policies may be cause for immediate removal from student housing, revocation of your housing license and/or financial responsibility for any damages.

a. State Fire Code prohibits the use of any open flame including, but not limited to, candles (lit or unlit), incense, and “Sterno” devices. Lighting or attempting to light any material or substance on fire and the use of matches or lighters within student housing is strictly prohibited. Battery operated candles may be utilized in rooms.

b. Tampering with the fire alarm or fire safety equipment is prohibited including, but not limited to, tampering with sprinklers, covering a smoke detector, pulling a fire alarm without cause, misusing fire extinguishers and hoses, tampering with fire/smoke alarms and exit signs and/or breaking glass on fire equipment boxes. Residents may be held responsible for intentional or unintentional negligence that leads to fire alarms/sprinklers being activated. A $1,000 fine may be applied to responsible parties.

c. Dangerous chemicals or highly flammable materials including, but not limited to, gasoline, industrial cleaning solvents, spray paint, personal barbecues, charcoal, lighter fluid, vehicle parts, fuel and oil are not permitted. Please store in the fire box in the community center, not your room.

d. Posters, battery powered LED string lights, flags, drapes, paper lanterns, or other flammable materials cannot be hung from ceilings, doorways, windows, closets, or from furniture. Posters may be hung normally from walls but must be affixed to the wall at all four corners. Students may not post anything on the outside of room doors and cannot cover room doors with paper or other materials.
e. Room occupancy shall not be over one additional person per triple room or 2 additional people per double. Twelve persons max can be present per apartment (Cerro Vista and Poly Canyon Village).

f. Hallways and stairwells must remain clear at all times for safety in case of an evacuation. Residents must not leave personal items in the halls at any time including during building openings and closings.

g. Students are required to evacuate buildings for all fire alarms. Please see Emergency Procedures for additional instructions about building evacuation.

h. Electrical elements such as, but not limited to, extension cords, space heaters, humidifiers, oil lamps (lava lamps), electric incense and oil warmers are not allowed in student housing.

i. Lights:
   a. String and Holiday lights are only permitted if they are LED, battery powered AND displayed for less than 90 days. Black lights, halogen lights, plug in holiday lights, neon lights, all electric decorations, strobe lights, and fog/smoke- making machines are not permitted in student housing. Use care when hanging anything on the walls to avoid potential damage charges at move out. These items may be used by Housing staff for a short amount of time during an event.

Additional safety steps:
- Never cover lamps with clothing, paper, curtains, or other items that might ignite and/or burn.
- Do not run electrical cords under rugs, through doorways, or against furniture where they can be pinched or walked on. This can result in wear and fraying of cords and can lead to exposed wires, electric shocks, and fires.
- Keep furniture spaced away from electrical plugs a sufficient distance so that cords are not sharply bent or pressed tightly between the furniture and the outlet.
- At any given time, there should be no more than three people in the room per living resident of the space. For example, in a double, there should be no more than six people in the room at any given time for fire safety.

Furniture

a. All University-owned furniture must be maintained in its assigned area and not removed from the room or apartment. Lounge furniture is not allowed in individual student rooms or outdoors.

b. Students are not allowed to bring personal furniture into any Housing facility.

c. Students shall not bring or maintain any water bed or personal furniture on the premises.

d. Due to safety concerns, only furniture provided by Cal Poly University Housing, designed specifically for the purpose of lofting, may be lofted. Use of risers, blocks, bricks, etc., are not allowed.

e. Furniture or other items should never be used to block entrances or exits to rooms or buildings.
f. All shelving shall be freestanding, not mounted to the wall and not exceed a height of four feet.

Gambling

As per Section 330 of the California State Penal Code, illegal gambling is prohibited in student housing. Gambling is defined as activities played for money, checks, credit or any other item representative of value that can be traded for money.

Maintenance/Usage of Premises

Residents have the responsibility to take appropriate action (including, but not limited to, informing a University Housing staff member) if they become aware of any issues regarding maintenance, repairs, bug infestation, pests, custodial services, health conditions, policy violations, etc. In order to maintain a safe, clean and academically focused community, the policies regarding the maintenance of premises are as follows:

Unapproved alterations, remodeling, or renovation of the housing facilities or grounds including, but not limited to, painting, the use of glow paint, stickers on ceilings, doors, windows, walls or furniture, or writing on/painting walls or windows, is not permitted without the prior written consent of the Executive Director of University Housing.

Damage, vandalism, or other misuse of elevators that disrupt its normal function, is prohibited.

a. Students should only use University Housing property and facilities as intended. This includes, but is not limited to, entering/exiting through windows, standing or sitting on railing, tables, fixtures or appliances.

b. Any student who, knowingly, causes any hazardous substance (e.g., motor oil, antifreeze, battery acid, paint, pesticides) to be deposited into campus storm drains or natural drainage systems, or upon any campus road or property, shall be liable for payment of the complete cost of cleanup. Such persons may be subject to fines or imprisonment (Penal Code 374.8).

c. Gym or exercise equipment is not allowed in any campus housing units (e.g., pull bars, dance equipment, etc.)

Motorcycles

Motorcycles, mopeds, motor scooters or similar motor-driven vehicles are prohibited inside of campus housing and cannot be used on sidewalks, patios, or lawns in and around the immediate area of campus housing.
Obscene Behavior

Per Section 311 of the California State Penal Code, possession, display and/or distribution “obscene matter” or lewd behavior is unlawful and prohibited.

Pool Policy

The swimming pool is intended for Poly Canyon Village and Cerro Vista residents’ use. Pool policy allows for one outside guest per resident. No diving is allowed in the pool. Please follow the posted pool rules. Swimming is at your own risk. The maximum occupancy for the swimming pool and swimming pool area is posted and must be observed.

Recording Devices

The usage of electronic devices to record/photograph someone using the following, but not limited to, cameras, camera phones, digital recording devices, and/or video equipment, without the specific consent of the persons(s) being photographed, recorded, and/or videoed, constitute a serious breach of others’ privacy.

Violation of one’s privacy includes the attempt to transmit, transmitting, or posting to social media of audio or video of any person(s) in bathrooms, showers, bedrooms, or other grounds, where there is an implied expectation of privacy, inclusive of, but not limited to, nudity and/or sexual activity, without the knowledge and consent of all participants subject to such recordings. Students are not permitted to make or attempt to make an audio or video recording of private, nonpublic conversations and/or meetings in or around Cal Poly student housing communities, without the knowledge and consent of all participants subject to such recordings.

Electronic devices should not be used for taking any photographs, voice recording or video footage of persons in or around the Cal Poly student housing communities, function, or activity, unless it is for a legitimate and approved purpose for which prior permission has been granted, both from Cal Poly and from the individual being photographed, filmed or recorded. Failure to respect individual’s privacy will result in referral to the Cal Poly Office of Student Rights and Responsibilities.

Recording lectures and other campus events should be discussed with faculty and staff prior to the recording. If you wish to use any image(s) or recording(s) for educational purposes, talk to the faculty member, and/or a staff member, who will be able to share with you the guidelines as well as the Visual/Audio Image Release Form with you.

Signs/Postings

A resident shall not possess or display in University Housing signs or similar articles which are not the property of the resident and which are in the resident’s possession without the permission of the owner. Public signs, neon lights, and black lights are prohibited.
Markings of any kind (chalk, paint, spray paint, etc) is prohibited in the following areas including, but not limited to, sidewalks, buildings, grass and trees. To protect Housing Facilities, students should utilize available tarps at the front desk when painting or spray painting.

All postings of flyers in the student housing footprint must be posted by University Housing staff. Unapproved flyers will be removed. Housing bulletin boards are for University Housing approved postings only. Unapproved postings will be removed. The use of State property and Cal Poly student housing facilities, including resources, rooms, internet connectivity and/or phone service, for the purpose of running a business or service is strictly prohibited.

a. All posters submitted for posting in the Cal Poly student housing communities must be in compliance with the policies listed in this Handbook.
b. Poster distribution service is only available to recognized campus student clubs or University Departments.

Sports in Student Housing

Due to the potential for personal injury and property damage, the following is prohibited in or around all Cal Poly Student Housing Communities and only allowed in designated areas:

a. The use of sports equipment including, but not limited to, boxing gloves, Frisbees, all sports balls, baseball/softball bats, rackets, skateboards, roller blades, roller skates, scooters, remote-controlled vehicles, hover boards, and golf clubs.
b. Use of any sports equipment or related items improperly or as a weapon is strictly prohibited and may result in revocation of the resident’s housing license.
c. Riding a bicycle, “hover board” or skateboarding inside of buildings.
d. Water fights, including the use of water balloons and water guns.
e. Darts and dart boards (magnetic, Velcro, plastic point, metal point, etc.)
f. Behaviors that are disruptive and potentially dangerous including, but not limited to, wrestling, boxing, jumping or running in hallways, water sliding, and acrobatics.
g. Climbing, repelling on walls, slacklining, hammocking, tightrope walking, parkour, or other similar activities.
h. The intended use of billiards, basketball, table tennis and “Foosball” equipment is allowed in designated areas only

Smoke and Tobacco Free Environment

Per CSU Executive Order 1108 - Smoking of any substance and or use of any smoking paraphernalia including, but not limited to, tobacco, cigars, electronic cigarettes, pipes, and hookahs, is prohibited throughout the CSU Campus and axillary properties. This includes, but is not limited to, smoking in all student rooms and apartments, community/common areas,
walkways, halls, lounges, laundry rooms and recreation areas. As per State Codes and University policy, smoking and tobacco are not allowed on campus.

**Social Media Policy**

Cal Poly, San Luis Obispo, University Housing, does not monitor social media sites, but students will be held accountable for postings depicting or describing violations of community standards and campus policies.

When posting on any official Cal Poly University Housing social media sites, students are expected to be respectful to all members of the online community. Students may not post personal advertisements; any advertisements not approved by University Housing may be removed.

**Sound Policy**

Community living requires that individuals and groups monitor their sound levels at all times out of courtesy and respect for their fellow students and to promote an environment that is conducive to student success. During times not designated as quiet hours, residents and their guests must limit noise so as to reasonably avoid disturbing other residents. Residents are expected to comply with the requests of others to reduce noise levels at all times. During Quiet Hours, it is each resident’s responsibility to be certain that no noise can be heard outside of their room/suite or in neighboring rooms, halls, shared common spaces, or outside of the building.

Residents shall not utilize devices or equipment that emit sound at a volume disproportionate to community-based living, including, but not limited to, basses, subwoofers, amplifiers, external speakers, powerful sound systems, drums and/or other loud instruments. Due to limited space and to respect the sound policy, only personal sized speakers are allowed in resident rooms/apartments.

- **Quiet Hours are in effect**
  - Sunday – Thursday from 10pm – 7am
  - Friday - Saturday from 12am – 10am.
- **Quiet Hours are in effect 24/7 in yakʔitʸutʸu quiet communities**.

- **Courtesy hours are in effect 24 hours a day, seven days a week. Sound which may disturb others in or around the building (neighbors, those living down the hall or floors below or above, etc.) is considered a sound violation.**

- **Each quarter during finals, students are expected to be more conscientious of sound. 24 hour quiet hours are in affect at this time and staff will monitor sound concerns more closely 24 hours a day.**
Staff Cooperation

Resident Advisors, ResNet staff, Cal Poly Police, Residential Student Experience Staff, Coordinators of Student Development, Custodial, Facilities and other University staff, represent the University in and around student housing. All residents are required to cooperate with University staff in the performance of their duties. Residents who fail to open their doors upon request by authorized staff and/or who provide false information, hide or flee from University staff will be considered in violation of the Staff Cooperation policy. Failure to provide Cal Poly identification card may result in being referred to community standards process.

In the case and purposes of an emergency or building evacuation, University staff shall have the right to enter a resident’s room to perform emergency duties. University staff members shall exercise these rights reasonably and with respect for the resident’s right to be free from unreasonable searches and intrusions into study or privacy.

Theft/Misuse of Property

Theft, tampering with, and misuse of personal property or property in and around student housing, including, but not limited to, vending machines, furniture, walls and laundry machines, is prohibited. Possession of stolen property or property obtained without the direct and expressed permission of the owner is prohibited.

Trespassing

Residents should not enter another resident’s room or apartment without direct and expressed permission from an authorized roommate who is present. Unauthorized entrance into any area in or around University Housing, such as, offices, mechanical rooms, custodial closets or storage areas, Front Desks and areas marked for restricted access is prohibited.

Visitors and Guests

Visitors are considered any non-residents in or around Cal Poly student housing who do not spend the night. Guests are considered any non-residents who spend the night.
a. Residents are responsible and accountable at all times for their own actions as well as the actions of their guests and visitors. Harassment and aggressive behavior is not permitted. Visitors and guests must be accompanied by the resident host at all times while in or around University Housing. All visitors and guests are expected to know and observe all University Housing policies. Visitors and guests may be required to leave student housing immediately and/or may be referred to the police department if found in violation of policies or laws. Residents will be charged for all damages and clean-up associated with an incident involving their visitors or guests.

b. An overnight guest must have the approval of the hosting resident’s roommate(s) and the Resident Advisor or designated University Housing staff member. Guest privileges are limited to two guests per resident with a maximum of two guests per room/apartment at any one time.

c. Residents must register all overnight guests. Any unapproved guest will be required to leave. For approved guests, there is no charge for the first two days of housing facility use per calendar month. A $10 guest fee is charged for each day of such use in excess of two days per calendar month. No guest may stay in housing for more than two days per month without payment of guest fees. Guests without prior approval are charged a $20 guest fee for each day of use. No guest may stay longer than four nights per month.

Please see the Overnight Guest Registration Procedures section for more information.

Vandalism

Intentional and/or unintentional vandalism to any Cal Poly student housing facility or State or individually owned property is prohibited (includes fliers University Housing posts)

Walls and Doors

a. Students shall not attach any object to a wall, door frame or ceiling, with nails, hooks, screws or pressure bars.

b. Additionally, students in the CP Lofts shall not attach any object to the exposed red brick walls, ceiling beams, or ceiling fans.

c. Closet doors and window screens may not be unhinged and/or removed. Drapes and curtains cannot be used to cover closets.

d. Nothing is to be adhered to or posted on the inside or outside of room doors. Bumper stickers and decals are prohibited on doors, walls, and furniture.

e. The installation of any door or area locks other than those provided, or approved by University Housing, is prohibited.

f. Blue painter tape is recommended for hanging of posters.

Windows, Roofs and Balconies

a. Residents may not hang signs, flags, clothing, banners, etc., from any exterior window or balcony. Shaking, cleaning, hanging, or placing any articles out of the windows, from outside
ledges, or on outside hallways/walkways of the living unit is prohibited. Nothing can be put on windows including decorative gels, stickers, etc.

b. Window coverings installed in each room are not to be modified or tampered with. Window coverings, windows, window screens and window boards must be kept in place at all times. The addition of a front door screen is not allowed.

c. Objects placed in window sills are allowed only if they are meant to enhance the interior décor of room and not block the use of the window.

d. Signs, drapes, advertisements, flags, posters or any other objects that impede the use of the window, to see through or let light in, are prohibited.

e. Accessing roof tops, balconies, ledges and historical fire escapes is strictly prohibited.

f. Dropping, tossing, rolling or throwing any object out of windows or down stairwells is prohibited

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**Emergency Procedures**

**Fire Alarms**

Every fire alarm is to be treated as a genuine emergency. It is each resident’s responsibility to leave the building whenever a fire alarm sounds.

Fire Drills are conducted quarterly in each University Housing Community. Residents are expected to evacuate the building and proceed to their designated evacuation areas for
attendance and further staff instructions. Failure to evacuate properly will result in community standards action. The Cal Poly Police and the Fire Department will automatically be notified when your smoke detector goes off in on-campus housing. If you set off your alarm and there is no fire, please contact the Cal Poly Police at (805) 756-2281 and let them know. They will still send an officer to verify your safety and turn off the alarm. If you live in the CP Lofts, call SLO Police Department at (805) 781-7312.

Fire Safety Tips

- Any time you are unable to safely extinguish a fire, evacuate the area and activate the fire alarm.
- If a fire is discovered and you are in your room, test your door for heat, smoke, or warmth. If your door IS NOT HOT, leave your room immediately. Wear shoes, bring your keys/access card and wallet, close the door, activate the fire alarm, and evacuate the building using the nearest stairwell and exit.
  - Always close as many doors as possible between you and the fire. Hallway and stairwell doors are considered fire doors and must be kept closed at all times.
  - Once outside in the designated evacuation area, maintain 100 feet of clearance from the building.
  - Re-enter the building only after receiving instructions from staff to do so.
- If your door IS HOT, DO NOT OPEN IT. Remain calm, place towels or blankets at the base of the door, close your window and call 911.
- If there is smoke present, stay low to the ground.

Earthquake Safety

Before an earthquake, prepare an emergency disaster kit, which includes a portable radio, a flashlight with batteries, a first-aid kit, a blanket, extra clothes/jacket, and canned food/water. If you take any medications, be sure to have them easily accessible in order to add to your kit at any time. Use an old backpack or laundry bag for the storage of these items.

- Place mirrors and framed pictures where falling will cause minimal damage.
- Heavy objects should be as close to the floor as possible.
- Loose objects should be secured.
- Keep space available under tables, desks, etc., so that you can seek shelter in an earthquake.

Earthquake Evacuation

- If you are inside a building during an earthquake, stay inside until the shaking stops.
- Drop, cover, and hold on. Sit or crouch against an interior hallway wall or take cover under a desk or table.
• Stay away from all glass areas such as windows and mirrors.
• Be prepared for aftershocks.
• Do not use matches, candles, or open flames as there may be gas leaks.
• Do not use your phone except for emergency calls.
• After an earthquake, check for injured persons. If you know first-aid, use it.
• Once it is safe to do so, immediately proceed to the designated evacuation site for attendance and further instruction.

Other Emergency Procedures

• San Luis Obispo County has a system of sirens that will sound in the event of a major emergency.
• Tune your radio to the Emergency Broadcast System stations, 920 AM or 1400 AM.
• Listen to the Campus Public Address System (loud speakers located on campus) and check frequently for email and text message announcements.
• Obtain shelter information from your Resident Advisor, Coordinator of Student Development, or University Housing.
• Add sign up for poly alerts
This University Housing Resident Handbook and Community Standards Guidelines is published by University Housing at Cal Poly State University, San Luis Obispo, California, for the purposes of educating Cal Poly student housing residents about community standards while living in student housing at Cal Poly and teaching valuable life skills for use beyond student housing living. An online version of this University Housing Resident Handbook and Community Standards Guidelines may be found on the University Housing website at http://tinyurl.com/UniversityHousingHandbook.

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The University Housing Resident Handbook and Community Standards Guidelines is updated regularly; the last update was on August 23, 2019.

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