

UNIVERSITY HOUSING

PARENTS & SUPPORTERS'  
INFORMATION

CAL POLY

University Housing

*Student Affairs*



# Parents and Supporters!

## Welcome to the Cal Poly Residential Community Experience!

University Housing at Cal Poly serves over 7,000 students. It is the largest housing program in the 23-campus California State University system.

What makes living in Cal Poly's residential community so special for students? The first experience in a new environment becomes the cornerstone of a student's university education. The varied social interactions and diverse mixture of individuals sharing the same community make living on campus an energetic experience. Students appreciate the educational and supportive atmosphere created and maintained by the departmental staff. We believe it is a combination of the students' behavioral choices and the staff's educational support that contributes to a successful, meaningful, year of growth and development for our residents.

University Housing staff is committed to the promotion of students' academic success. Students are expected to exhibit a high level of maturity, respect and personal responsibility. Housing staff will work to assist students to develop the academic and personal skills necessary to succeed at college. While University Housing staff looks forward to partnering with parents and other supporters in providing resources and assisting students to successfully transition into college, students also need to be given the opportunity to independently handle challenges that arise in order for them to become successful adults.

The purpose of this handbook is to provide you with information about Cal Poly and the campus housing program so that you may be more effective in supporting your student. Additional information for parents and supporters may be found at the 'Parents' link at the [University Housing](#) website.

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.

### 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.

# The Staff in the On-campus Communities

## Coordinators of Student Development

The Coordinators of Student Development (CSDs) are full-time professionals skilled in advising, programming, and linking students with on-campus resources. All CSDs have Master's Degrees in Education, Counseling or a related field. Living in on-campus housing communities, they train and direct Resident Advisors and Community Advisors in their duties, supervise front desk operations, advise students on Hall and Community Council functions, and oversee community standards and administrative procedures.

## Resident Advisors

Resident Advisors (RAs) are students, taking full academic course loads, who are selected and trained to help create an atmosphere conducive to growth and development. They serve as group facilitators, referral agents, and activity advisors. They also assist students with personal, academic, and social concerns. Every floor, tower, apartment, or other living group has an assigned RA but residents are welcome to seek assistance or advice from any Resident Advisor

(CSD Office Hours are from 10 a.m. to 5 p.m.)

Coordinator of Student Development	Office Phone Number
Cerro Vista Apartments#1 (Bishop, Romaulado, Hollister).....	805.756.6791
Cerro Vista Apartments#2 (Morro, Cabrillo, Islay).....	805.756.6796
Fremont Hall.....	805.756.5611
Muir Hall.....	805.756.5621
Poly Canyon Village Apartments#1 (Aliso, Buena Vista, Inyo).....	805.756.9341
Poly Canyon Village Apartments#2 (Corralitos, Dover, Estrella).....	805.756.9351
Poly Canyon Village Apartments#3 (Foxen, Gypsum, Huasna).....	805.756.9361
Santa Lucia/North Mountain Halls.....	805.756.5631
Sequoia Hall.....	805.756.5641
Sierra Madre Hall.....	805.756.5651
Tenaya Hall.....	805.756.5661
Trinity Hall.....	805.756.5671
Yosemite Hall.....	805.756.5681

## Frequently Called Phone Numbers

Cal Poly University Police	
Emergency.....	911
Non-emergency .....	805.756.2281
Campus Dining .....	805.756.5939

Cal Poly Parent Program .....	805.756.6700
Financial Aid Office.....	805.756.2927
Campus Health & Well Being Center.....	805.756.1211
Student Accounts.....	805.756.1428
University Housing	
Housing Administration Office .....	805.756.1226
Housing Services.....	805.756.1587
Residential Life and Education Office .....	805.756.5690
ResNet.....	805.756.5600
Disability Resource Center .....	805.756.1395
Student Academic Services .....	805.756.2301
Dean of Students Office .....	805.756.0327
Office of Student Rights and Responsibilities.....	805.756.2794

## Safety and Security On Campus

University Housing promotes students’ safety and security through education and assists the University Police Department to address concerns. The University Police Department is located on campus and provides 24-hour-a-day services to students. If a parent is ever concerned for a student’s safety, he/she is encouraged to call the University Police immediately at 805.756.2281.

Although Cal Poly has a low crime rate, crimes can happen anywhere. Parents are encouraged to talk to their students about personal safety issues prior to coming to campus. Please take the time to discuss these safety tips with your student. Students are strongly urged to properly secure their possessions due to theft of items; such as, bicycles, text books, backpacks, electronic devices, lap tops, cell phone, and items in vehicles.

### Student Risk Reduction Measures

If students see someone in a potentially risky situation, they should speak up and, if safe, intervene.

Be aware of the role alcohol and other drugs can play in sexual assault and know that assailants may use alcohol and other drugs to help facilitate sexual assaults. If students choose to drink, please encourage them to use moderation and to only drink from a safe source.

Always notify roommates or friends about any evening or weekend plans (where, when returning, etc.).

Do not walk alone at night. Students are encouraged to walk or jog in groups and to carry a cell phone at all times. Late-night jogging alone, or jogging alone in outlying campus areas at any time, is discouraged. Contact the University Police Department, at 805.756.2281, regarding the Campus Escort Service.

Lock your door and windows at all times, day or night. Students should never loan out room or apartment keys or AccessCards, even to friends.

Do not prop open building doors or tower or wing doors at any time and never let anyone you personally do not know into the building.

Get a good bicycle lock and use the campus bike racks or keep your bike in your room (with permission of your roommates). University Police can also register a student's bike, which can help in recovery if it is taken.

Students or parents should notify Housing staff and/or University Police immediately if they have safety concerns.

Don't put personal information on the Internet through social networking sites, etc., and use privacy settings for all online information.

Students who are sexually active should always ask for verbal consent prior to engaging in any sexual contact.

Solicitation is not allowed in housing communities. If someone comes to a student's room trying to sell them something, the student should close the door and let the Housing staff know or call the University Police.

#### Items Not Allowed in On-campus Housing for Safety Reasons

- Alcohol and drugs
- Candles or oil lamps
- Incense
- Charcoal or lighter fluids of any kind
- Black lights, halogen lights, neon lights, strobe lights and/or fog/smoke-making machines
- Additional personal furniture
- Extension cords without surge protectors
- Any solvents or fuel
- Most cooking appliances (consult your *University Housing Resident Handbook* and/or Housing and Dining Terms and Conditions documents)
- Lofts or any kinds of devices to raise beds
- Weapons or explosives of any kind including, but not limited to, airsoft guns, knives, slingshots, BB guns, pellet guns, water guns, firearms, bows and arrows, pepper spray, boxing gloves, ammunition or explosives of any kind
- Dart boards
- Microwaves
- Skateboards
- Dance poles or pull-up bars

A refrigerator is provided in each residence hall room and apartment kitchen.

## Emergency Information

The University has a comprehensive Emergency Response Plan for disasters on campus, which can include earthquakes, hazardous spills, etc. Your student can be prepared to respond to an emergency by keeping on hand a flashlight, a portable AM/FM radio, spare batteries, a whistle, a three-day supply of prescription medicines, a coat, durable and comfortable shoes, and extra eyeglasses or contact lenses. Families should work out an emergency communication plan in case local phone and power systems are not available. Students are also encouraged to sign up for Cal Poly emergency cell phone, text message alert service at the [Cal Poly Portal](#). For more information about emergency procedures, please see the information at the Cal Poly [Campus Emergency Management](#) website.

### In On-campus Housing

University Housing Resident Advisor staff are trained in CPR and first-aid, and all staff are trained in emergency response. In addition, there is evening and weekend on-call coverage by Housing staff. RAs perform walkthroughs of their communities several times each evening, and their on-call cell phone numbers are listed for emergency response, lockouts, and other concerns.

The exterior doors to the community remain locked at all times. University Housing staff present educational information on safety issues throughout the year. For more information on safety, visit the [University Housing](#) website.

## Community Council, Activities and Academic Programs

### Community Council

Community Councils are comprehensive leadership programs for students living on campus. Participants have the opportunity to develop skills and competencies depending upon their area and level of involvement. It's a great way for residents to get involved and meet people. Community Council members organize community service projects, sustainability projects, plan dances, movie nights, and other activities. Community Council groups provide invaluable input and ideas to Housing staff.

Each community elects and appoints its own set of student leaders. The student leaders have a number of options for training and development, and they begin their tasks of programming and community building almost immediately. There is room for everyone to get involved. For more information, your student may talk with a Resident or Community Advisor.

### Community Service (EnRICH)

University Housing promotes community service involvement on campus and in the community. Students are encouraged to work with a human service agency assigned to each learning community. Students work with agencies such as Special Olympics, the

Homeless Shelter, or the local AIDS Support Network. Blood drives, food drives and other service opportunities are also organized throughout the year to help students learn through helping others.

### Programs and Events

University Housing staff and Community Councils work together to present fun and educational workshops in each community throughout the year. Students may learn valuable skills for academic success, personal growth, or diversity and cultural inclusion awareness. Residents also have the opportunity to get involved in intramural sports teams and social events.

### Adjusting to Campus Life

Adjustment to the college experience is often exciting but may be an overwhelming process, at times, for students. Below are some tips for assisting your student in adjusting to life at Cal Poly.

#### Being Supportive of Your Student

**Write, Send Cards, Email or Text Message.** Students are under many pressures and need support. Your email, cards, notes, and text messages can be a great break from a difficult day of studying and classes.

**Call.** Hearing your voice directly or on voice mail is another way to provide reassurance that you care and are accessible.

**Care Packages.** Your student will love them and so will everyone on their floor! We encourage all packages to be sent through ‘trackable’ services (i.e., UPS, FedEx, etc.).

**Short Visits.** If the drive is not too long, come to campus occasionally. Since Cal Poly can be academically demanding, it is great to check with your student to make sure they don’t have projects to complete, or tests to prepare for, on the weekend you plan to visit.

**Homesickness.** Many students experience homesickness and struggle to settle in when they first come to college. Encouraging your student to stay on campus over the weekends and to get involved with housing activities or campus clubs and organizations, especially during the first several months of the school year, frequently help the student to set up a new group of friends. This will help them make friends and establish a regular routine in the area. If you are concerned that your student is depressed or struggling to adjust to college life, it can be helpful to call the building Coordinator of Student Development or to encourage your student to talk to their RA, CA or CSD.

#### Setting Up Local Support Services

San Luis Obispo County is considered a rural community and, subsequently, parents and students may encounter difficulties in finding medical and mental health providers.

Parents should plan ahead to find medical or mental health specialists prior to their student's arrival at Cal Poly. If your student has experienced emotional difficulties in the past, or has been in treatment for a mental health issue, careful planning is very important as he/she transitions to college. It is strongly recommended that you and/or your student make contact with appropriate mental health providers before he/she begins the academic year at Cal Poly. Cal Poly Counseling Services provides only short-term service but is available to assist in finding ongoing services in the community. The phone number for Counseling Services is 805.756.2511. Additional information is available at the [Counseling Services](#) website.

The following services are available whenever the Health Center is closed.

**After-hours Nurse Advice** - Call 805.756.1211 (Health Services main phone line) to reach our after-hours nurse advice line. You may discuss any health related concerns privately and confidentially. This service is free for enrolled Cal Poly students.

**After-hours Psychological Emergency** - Call 805.756.2511 (Counseling Services main phone line) to reach our after-hours crisis counselor for psychological emergencies that cannot wait until the next business day. This service is free for enrolled Cal Poly students as well.

### Resolving Conflicts in On-campus Housing and with Roommates and Apartment Mates

Part of being a responsible community member is to practice good conflict resolution skills. In order to get the roommate relationship off to a good start and avoid unnecessary tension, we strongly advocate that all roommates and apartment mates complete a roommate agreement form which RAs and CAs will provide at the beginning of the year. Although students may initially resist talking about concerns, this step will likely save them time and energy later and lead to a more positive experience in their community.

If you are aware that your student is experiencing conflict with a roommate, apartment mate, or other student, ask your student if they have respectfully and honestly addressed their concerns directly with the others student(s). If this step has not resolved the situation, please have your student contact their RA, CA or Coordinator of Student Development who will assist them in problem-solving.

Whenever a resident wishes to change roommates, the resident requesting the change is the one who moves. Please be aware that there are short room trade restriction periods at the beginning of each quarter.

### Suggested Questions New Roommates are Encouraged to Discuss

Each roommate should answer the questions individually and come together to discuss areas where compromises are required.

- What hours do I keep? When can I expect the room to be quiet for sleeping or studying?
- Am I comfortable with visitors in the room? (when I am in the room? when I am not in the room? overnight?)
- What are my expectations about cleanliness? Who is responsible for cleaning the room?
- Am I comfortable sharing belongings and/or food?
- How will we organize and keep messages for each other?
- What are my expectations about drugs or alcohol in the room?
- How would I like to handle conflicts that may arise?

## Information about Minors as Guests in University Housing

Residents requesting to have a minor guest(s) stay in University Housing may do so only with the prior consent of the minor's parent or legal guardian. Applications are subject to the approval of the Director of Residential Life and Education or designee. All of the following guidelines must be followed:

- Guests who are minors (under 18 years old and not a current Cal Poly student) must have a parent or guardian provide written prior consent by completing a Minor Guest application.
- The completed application must be given to the Coordinator of Student Development prior to the guest staying in University Housing. Only completed *original* applications will be processed. Please **DO NOT FAX** or **EMAIL**.
- Minor guest(s) must be in the company of their Cal Poly resident hosts at all times.
- Minors 16 and older must also bring a license, passport, school ID, or other form of photo identification.
- Minors under the age of 15 years must be accompanied by a parent or legal guardian at all times while in University Housing.
- Hosts must also complete a Guest Registration form with approval from all roommates or apartment mates.

Please understand that Cal Poly, University Housing, assumes no supervisory responsibilities for a minor during the visitation period.

## University Housing Community Standards, Student Rights, FERPA, Alcohol Policies and Drug Policies

It is the desire of University Housing to provide a positive community environment which is conducive to academic and personal success for all students. Therefore, students who live in University Housing at Cal Poly, San Luis Obispo, are expected to maintain a high level of responsibility, maturity, and accountability for their actions.

When students sign the Housing License to live on campus, they agree to live by the policies and community standards of the on-campus housing system. Alleged policy violations initiate the community standards process.

## Student Community Standards Rights in University Housing

University Housing makes every effort to ensure that students' rights are upheld throughout the community standards process. These include the right to be informed about being documented in an alleged incident, the right to a community standards meeting, the right to have an advisor or witness present at the community standards meeting, the right to have the file reviewed at the next hierarchical level, and the right to privacy. A full description of these students' rights may be found in the *University Housing Resident Handbook*. An electronic version of the Handbook is also available at the [University Housing](#) website.

If you have questions or concerns about your student, Housing staff are available to receive information and offer assistance. However, in accordance with FERPA, staff may not release information without the student signing a Consent to Release form.

### FERPA

The Family Educational Rights and Privacy Act of 1974 (FERPA) gave students specific rights concerning their educational records. University Housing is committed to complying with FERPA regulations. Additional information concerning FERPA may be found at the Cal Poly [Registrar's](#) website.

### Policy Violations

Students going through the community standards process and found in violation of University Housing policies are subject to disciplinary action. Serious policy violations, including drugs, alcohol, actions that threaten an individual or community safety, as well as repetitive violations, may result in students having their Housing License revoked. In such cases, students are required to move off campus and are referred to the Cal Poly Office of Student Rights and Responsibilities.

### Alcohol and Drug Policy Violations

Cal Poly is committed to all aspects of student health and safety. Streamlined with the Cal Poly philosophy of "Learn by Doing," campus residence hall violations are handled through an educational seminar facilitated by the Peer Health Educators at the Cal Poly Health Education Program, [PULSE](#) (Peers Understanding Listening Supporting Educating).

If a student is found in violation of the Residence Hall Alcohol or Drug Policy, at a minimum, they will be required to pay a \$65 fee and be required to attend the PULSE Educational Seminar. If a student is found a second time to be in violation of the Residence Hall Alcohol or Drug Policy, at a minimum, they will be required to pay a \$100 fee, have a consultation with a PULSE Peer Health Educator, and have a meeting with professional staff at Health and Counseling Services about choices and responsibilities.

An educational approach provides the student with an arena to see how his/her conduct and choices have affected self and others. This is a process aimed at educating students about personal safety and social maturity. Additionally, this process also maintains and

promotes a residence hall environment that is conducive to the personal and academic growth of all its residents.

Goals

- To facilitate residents in learning to assume responsibility for their actions.
- To help residents understand the consequences of their actions.
- To promote a positive community in the residence halls and housing facilities.
- To focus on the growth and development of the individual student by encouraging self-discipline and fostering a respect for the rights and privileges of others.

If you have any questions, please do not hesitate to call the Health Educator, at 805.756.2857.

Nine Points for Parents Speaking with Students  
about Alcohol and Drug Use

1. Set clear and realistic expectations regarding academic performance. Studies conducted nationally have demonstrated that ‘partying’ may contribute as much to a student’s decline in grades as the difficulty of his or her academic work. If students know their parents expect sound academic work, they are likely to be more devoted to their studies and have less time to get in trouble with alcohol.
2. Stress to students that alcohol is toxic and excessive consumption can fatally poison. This is not a scare tactic. The fact is, approximately 1,800 college-aged young people die every year from alcohol related causes in this country. Discourage dangerous drinking through participation in binge drinking, drinking games, hazing activities, or in any other ways. Parents are encouraged to ask their students to intervene when they see someone putting their life at risk through participation in dangerous drinking.
3. Tell students to intervene when friends are at risk from alcohol or drugs. Nothing is more tragic than an unconscious student being left to “sleep it off” because friends failed to recognize that the student was in jeopardy, and failed to call for help because they were afraid of getting the student in trouble. Encourage students to know the signs of alcohol poisoning and to always call 911 if someone needs help.
4. The majority of sexual assaults and rapes on college campuses involve alcohol. Encourage students to understand the role alcohol and other drugs play in sexual assaults and encourage students to make responsible choices about alcohol use.
5. Tell students to stand up for their right to have a safe academic environment. Students who do not drink can be affected by the behavior of those who do, ranging from interrupted study time to unwanted sexual advances or assault. Depending upon the level of severity, students can confront these problems directly by discussing them with the offender. If that does not work or the student

does not feel safe, they should notify University Housing staff or the University Police Department immediately.

6. Know the alcohol and drug scene on campus and talk to students about it. Students grossly exaggerate the use of alcohol and other drugs by their peers. A survey found that University of Oregon students believed 96 percent of their peers drink alcohol at least once a week when the actual rate was 52 percent. Students are highly influenced by peers and tend to drink up to what they perceive to be the norm. Confronting misconceptions about alcohol use is vital.
7. Avoid tales of drinking and drug exploits from your own college years. Entertaining students with stories of drinking back in “the good old days” normalizes what, even then, was abnormal behavior. It also appears to give parental approval to dangerous alcohol or drug consumption.
8. Encourage your student to volunteer in community work or participate in alcohol-free weekend social programs. In addition to structuring free time, volunteerism provides students with opportunities to develop job-related skills and to gain valuable experience. Helping others also gives students a broader outlook and a healthier perspective on the opportunities they enjoy. Volunteer work on campus helps students to further connect with their school, increasing the likelihood of staying in college. University Housing staff plans regular alcohol-free social events in the halls and apartments to provide students with fun and safe social alternatives.
9. Make it clear - underage alcohol consumption, drug use, and alcohol- or drug-impaired driving are against the law. Parents are encouraged to make it clear that they do not condone breaking the law. Parents of college students can openly and clearly express disapproval of underage drinking, drug use, and dangerous alcohol consumption. And, if parents, themselves, drink, they should present a positive role model in the responsible use of alcohol.

(Modified from *Eight Points* reprinted with the permission of College Parents of America, 700 Thirteenth Street, N.W., Suite 950, Washington, D.C. 20005. Call toll-free, 1.888.256.4627, for automated information or visit [www.collegeparents.org](http://www.collegeparents.org).)

## Academic Success

The quarter system is very demanding. With an average high school GPA of over 3.8, entering Cal Poly students are accustomed to high achievement. The transition into a highly selective and competitive environment can be difficult. Current studies indicate that most students will need to significantly increase time spent studying outside the classroom as compared to high school. Every year, a small percentage of Cal Poly Freshmen find themselves on academic probation (GPA less than 2.0) after their first quarter. In order to avoid this situation, students should plan to adjust both the quantity and quality of their studying. On average, successful students study 25 to 35 hours per week in addition to time spent in class, attend faculty office hours regularly, and address concerns early in the quarter. Support your student as they make the

adjustment to college level work by encouraging them to utilize campus resources found at the Cal Poly [Advising](#) website.

Some of the ways that University Housing staff support students' academic progress are by recognizing outstanding grades through honors banquets and making time to meet individually with any student who is on academic probation. The staff also plans programs and presentations aimed at helping students learn about skills and resources needed to succeed academically. If your son or daughter is concerned about their academic progress, encourage them to use the academic support services websites and phone numbers on the following pages.

### Cal Poly University Learning Objectives (ULO)

ULOs are intended to communicate, to the campus and to the world, students, faculty and staff, as well as employers, policy makers, legislators, and parents, our expectations for student learning. They provide a means to orient and connect all the learning experiences students have while they are at Cal Poly. Whether taking General Education (GE) courses or courses in their major, participating in a club, attending a learning event in on-campus housing, or learning on the job, on or off campus, the ULOs are what these experiences are all about.

When students graduate from Cal Poly, they should be able to:

- think critically and creatively.
- communicate effectively.
- demonstrate expertise in a scholarly discipline and understand that discipline in relation to the larger world of the arts, sciences and technology.
- work productively as individuals and in groups.
- use their knowledge and skills to make a positive contribution to society.
- make reasoned decisions based on an understanding of ethics, a respect for diversity and an awareness of issues related to sustainability.
- engage in lifelong learning.

### Tips for Student Academic Success

1. Encourage students to keep a healthy lifestyle by eating well, exercising and getting enough sleep.
2. Time management and planning skills are essential to balance the large work load and fast pace of the quarter system. Using organization tools, planners or calendaring systems can help students to pace themselves.
3. The college environment and on-campus housing communities can offer a student endless opportunities for fun distractions. Students need to set study times and avoid procrastination. By studying first, students can relax and enjoy their free time later.

4. It is important that students use the support services offered at Cal Poly. There are workshops in study skills, tutoring, academic advising and other great resources to help students succeed. If students are struggling, it is best to talk to their RA, CA, CSD or academic advisor early in the quarter so that they have time to make changes and improve their academic skills.
  
5. Encourage your student to get help from the Mustang Success Center. The Mustang Success Center coordinates and provides timely, effective advising services to first- and second-year students, first-year transfer students, and student athletes. Through individual appointments, group advising sessions, and workshops, the advisors help students understand University policies and procedures, offer a full range of proactive academic services, refer students to appropriate campus resources, and provide leadership in coordinating College and University programs that support student success.

### **College Advising Centers**

**College of Agriculture, Food and Environmental Sciences** - Students are advised through their respective Department. Check Department Office for information.  
 Dean's Office: 805.756.2161  
 College of Agriculture, Food and Environmental Sciences [Advising Website](#)

**College of Engineering**  
 Phone: 805.756.1461  
 College of Engineering [Advising Website](#)

**College of Liberal Arts**  
 Phone: 805.756.2706  
 College of Liberal Arts [Advising Website](#)

**College of Architecture and Environmental Design**  
 Phone: 805.756.5986  
 College of Architecture and Environmental Design [Advising Website](#)

**College of Science and Mathematics**  
 Phone: 805.756.2615  
 College of Science and Mathematics [Advising Website](#)

**Orfalea College of Business**  
 Phone: 805.756.2601  
 Orfalea College of Business [Advising Website](#)

# Information for Parents and Supporters

## Mailing Addresses

### Residence Halls:

{Resident's Name}  
 {Resident's Hall, Room Number}  
 1 Grand Avenue, Building {Number\*}  
 San Luis Obispo, CA 93410-{ZIP extension\*\*}

### Cerro Vista Apartments:

{Resident's Name}  
 {Building Name, Apt. Letter, Apt. Number}  
 1 Grand Avenue, Building 170  
 San Luis Obispo, CA 93410-2500

### Poly Canyon Village Apartments:

{Resident's Name}  
 {Resident's Box No.} Canyon Circle  
 San Luis Obispo, CA 93410-1710

Community	*Building Number	**Zip Code Extension	Community	*Building Number	**Zip Code Extension
Cerro Vista Apartments....	170.....	2500	Sequoia Hall.....	108.....	1800
Diablo Hall.....	101.....	1100	Shasta Hall.....	100.....	1900
Fremont Hall.....	109.....	1200	Sierra Madre Hall.....	113.....	2000
Lassen Hall.....	104.....	1300	Tenaya Hall.....	110.....	1600
Muir Hall.....	107.....	1400	Trinity Hall.....	105.....	2100
Palomar Hall.....	102.....	1500	Whitney Hall.....	103.....	2200
Santa Lucia Hall.....	106.....	1700	Yosemite Hall.....	114.....	2300

**Packages** — We encourage you to send packages via UPS and FED-EX instead of via the postal service. Packages sent through these companies will be delivered to the central campus housing Package Center or Canyon Post. Students will receive an email and will need to pick up packages at the Package Center in the back of Sequoia Hall or at Canyon Post. For further information, visit the campus [Distribution Services](#) website.

## Community Desk Hours

Sunday through Thursday .....  
 Open from 11 a.m. to 10 p.m.  
 Friday and Saturday .....  
 Open from 11 a.m. to midnight



