

# UNIVERSITY COURTYARD HANDBOOK

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## GET INVOLVED!!! LEADERSHIP IN UNIVERSITY COURTYARD:

At University Courtyard, we want you to get involved with the activities of our community and develop as a leader. There are many ways to develop and implement your leadership potential:

**Hall meetings:** One important way for you to become active is by attending hall meetings. These meetings provide you with the opportunity to meet and get to know your hall staff and other residents in your hall. At the meetings, you'll receive important information from staff about check-ins/check-outs, policies, expectations and upcoming events. Discussions will take place on topics such as quiet hours, social and educational programs and expectations of other residents.

**Residence Halls Association:** Our Residence Halls Association (RHA) is the premier leadership opportunity in University Courtyard. RHA is the representative body of the students living on campus. Dealing with issues and concerns, making University Courtyard a better place to live, and providing financial resources to plan programs and activities is a great way to start your journey towards becoming a leader.

**Programming Committees:** We offer five student programming committees that plan activities around different issues that our residents face. These are great ways to get involved:

**Drug and Alcohol Committee/BACCHUS (Boosting Alcohol Consciousness Concerning the Health of University Students)** is a group of students who plan various activities around the issue of alcohol and drug abuse.

**Diversity Committee** – is a group of students who plan programs and activities around social justice issues, and promoting an appreciation of differences within our community

**Academic Success Committee** – this student committee plans activities to support our residents academically. They plan the “Academic Success Banquet” each Spring semester for students who achieve a 3.5 or higher GPA in the fall semester

**Health and Wellness Committee** – this student committee plans programs and activities boosting our residents’ consciousness of issues relating to physical, psychological and emotional health

**UCs BEST** – this student committee implements and plans initiatives towards better sustainability within our living area

*To get involved with ANY of the above committees, contact your Resident Advisor or Resident Director or email [tymiller@csufresno.edu](mailto:tymiller@csufresno.edu)*

**Leadership Class:** At the beginning of the Spring Semester, we offer the RLS (Recreation and Life Sciences) 192T Leadership class – it is a 9 week, two unit class that covers the foundation of Leadership, and provides activities and discussions around different skills required to be a leader. All students are encouraged to take the class. It is a great way to further develop your leadership potential.

**Staff Leadership Positions:** Both the Resident Advisor (RA) and Public Safety Assistant (PSA) positions are excellent ways to fully develop your leadership potential in University Courtyard. The Leadership Class is a requirement for these positions, and recruitment generally begins in November of each year, with applications due at the end of February. Keep an eye out on your floor for more information on how to join the Residential Life Leadership team!

**Associated Students, Inc.:** As the official voice of Fresno State students, getting involved with ASI is how you can help to protect your rights and opinions. You can vote in ASI elections and run for various offices within the student government itself. Get leadership experience and effect change in your campus community! Visit [asi.csufresno.edu](http://asi.csufresno.edu) for more information.

## **TAKE A MINUTE TO MAKE A DIFFERENCE**

University Courtyard staff is committed to maintaining an energy efficient living and working environment. We'd love for you to take part--there are many ways that you can decide to "go green". Besides adhering to the current energy policy requiring you to set your heater to 68 degrees or lower and AC to 78 degrees or higher, here are some basic principles for energy saving that you can incorporate into your daily routine:

- Turn off the lights when you leave the room, and set them to auto during the day. Doing this on a regular basis really adds up!
- If you'll be gone for a few days, unplug your appliances (except your refrigerator). Leaving them on standby slowly consumes lots of energy.
- Think: recycle. Instead of disposable utensils and plates, use environmentally-safe plastic or glass.
- Get a water filter. It'll not only save you money not having to buy water bottles all the time, but it means a lot less plastic waste. If you do use water bottles, recycle!
- Do larger loads of laundry, and use a rack to dry your clothes instead of putting them in the dryer.
- Use energy conserving light bulbs, and turn off lights when you're not using them.
- Print only what you have to for class, and when possible, use both sides of the paper.
- Buy used books. Not only is it less expensive, but it's good for the environment!
- If you need produce or groceries, buy from local farm markets.
- Share cleaning supplies with a roommate or friend. You likely won't use an entire container of cleaner, and you can help eliminate the harmful waste of mixed leftover cleaner.

Throughout the academic year, look for opportunities to join the effort. There will be opportunities to win individual and group prizes for participation in specific energy conservation efforts.

If you're interested in helping to lead the effort at University Courtyard, consider joining the University Courtyard's BEST Street Team. As part of the Street Team, you'll organize events that will educate and inspire your peers; plus, you'll be eligible for special prizes and privileges available only to Street Team members.

For more information, check out [www.universitycourtyard.org](http://www.universitycourtyard.org) or speak with a staff member.

## SAFETY

### EMERGENCY CONTACTS

All campus phones	use the prefix 278-
In Case of an Emergency Dial	9-1-1 (no 8 needed)
University Courtyard Main Office	8.2345 (option 1)
Atrium Customer Service Desk (24 hours)	8.2677
Baker Hall (7:00 - 11:00 p.m.)	8.2211
Graves Hall (7:00 - 11:00 p.m.)	8.2398
Homan Hall (7:00 - 11:00 p.m.)	8.2366
Campus Information Hotline	8.4000
Campus Radio Station (24 hrs)	KFSR FM 90.7/1040 AM

**FIRE ALARMS/DRILLS:** Fire drills will be held periodically. Please note that all rooms are checked as a standard evacuation procedure and that all University policies are enforced during this time. You are REQUIRED to leave the building whenever the fire alarm is sounded. Residents with disabilities are cleared from their room first. Staff is directed to knock on the door first, then key into every room. Failure to evacuate may subject you to criminal prosecutions, fines and/or disciplinary action.

In the event of a fire alarm/drill, residents are required to report to the following sections of Lot G:

<u>North</u>	<u>Middle</u>	<u>South</u>
Baker	Graves	Homan
Ponderosa	Atrium	Birch
Aspen	Cedar	
Sycamore	Sequoia	

**It is important for all residents and staff to evacuate immediately to designated areas in order for Residence Life Staff and emergency personnel to be able to determine if halls have been evacuated.**

**FIRE SAFETY:** It's up to you to keep your living areas safe and prevent fire hazards. Always use a surge protector when plugging in multiple cords, especially computers or laptops. Use caution when cooking or utilizing the kitchens located in the community style halls.

**SMOKE DETECTORS:** All resident rooms are equipped with smoke detectors. If your smoke detector needs maintenance, notify staff immediately by filling out a Facility Service Request at the Atrium Desk. If a smoke detector emits a low battery beep, fill out a Facility Service Request form at the Atrium Customer Service Desk so the battery can be replaced.

### EARTHQUAKES

1. Stay calm.
2. Avoid bookcases and windows.
3. Get under a desk or table or stand in a doorway.
4. Leave building after initial shock.
5. Stay clear of buildings when outside.

**EVACUATIONS:** In the event of an evacuation of any building(s), residents are to exit the building immediately per directions of staff. Staff may knock and then key in to each room to be sure all residents have exited the building. In the event of any emergency, be alert and responsive to instructions from staff.

## SAFETY CHECKLIST

**BE ALERT:** Look around you; be aware of who else is around. If you think someone is following you, turn around and check. The surprise of a hostile look or aggressive words might avoid problems. If you feel you are in danger, make as much noise as possible. Trust your instincts—if you feel uneasy, get out of the situation as quickly as possible. Use the emergency phones on campus identified by blue lights.

**BE ALERT AT HOME:** Living groups are only as safe as the residents make them. Take your share of the responsibility. Again, be alert, for yourself and others. Look out for each other. Report suspicious behavior. Keep doors and windows locked.

**BE RESPONSIBLE:** If you see someone else in danger, ask if you can help. If the situation seems threatening, report to University Police, 278.8400. Dial 911 from a campus phone for University Police, Medical or Fire emergency. Blue Light Emergency Phones are in various locations on campus and provide a direct line to the campus police dispatcher. As you walk across campus, be sure your own behavior won't be seen as threatening. Keep your hands visible and do not stare or make comments on appearance.

**CHECK VISITORS:** Never open the door without checking who is there. Ask for identification if you are not sure. Use your peephole.

**CHECK YOUR CAR:** Have your keys in hand and check inside and under the car before entering. Keep your car doors locked. If followed, drive to a busy store, police station or hospital, rather than directly home.

**GO IN GROUPS:** Organize students in night classes so no one has to walk alone. Take a self-defense class. Fresno State has a campus escort service. Take advantage of it.

**INTERNET SAFETY:** Do not provide personal information on social networking websites. This includes but isn't limited to photos, locations and place of employment. Don't post this information about other people on their sites.

**KEEP AREAS WELL LIT:** Make sure hallway, entrances and grounds are well lighted. Fill out a service request at the Atrium desk if anything needs to be repaired.

**LOCK-UP:** Keep outside doors locked and check locks on windows. Use deadbolt locks.

**LOCK YOUR BIKE:** Keep bike locked at all times with a strong lock (U-shape locks are recommended and are available for rent at the University Police Department for \$5 with a \$15 security deposit). Register bike through VIP Volunteer Identification Program. Report bike thefts or any suspicious behavior to University Police immediately.

**STAY IN THE LIGHT:** Use well-traveled routes and well-lighted areas. Avoid short cuts. Report any broken or damaged lights or emergency phones. Park in well-lighted areas or move the car before dark.

**STUDENT ESCORT SERVICE:** You may call the University Police Department by campus phone or emergency phone and request an escort on campus back to your residence. Emergency phones in Parking Lots may be used to request escort.

## ILLNESS/ACCIDENT

Health Center (Fresno State)	8.2734
Ambulance (Avoid using cellular phones for emergency calls unless necessary)	9-1-1
St. Agnes Hospital	450.3000
Kaiser	448.4500
Kaiser night emergency #	448.5555
University Medical Center (UMC)	459.4000

**ID YOUR BELONGINGS:** The University Police Department has several etchers that you can use to engrave your driver's license number or social security number on your valuables. In the event the property is stolen and relocated, these numbers may help the police to identify and return your

belongings to you. If you are interested in using an etcher contact the University Police Department at 559.278.8400.

**FIRE EXTINGUISHERS AND EQUIPMENT:** All residence halls are equipped with fire extinguishers which are to be used in the event that a minor fire should occur. If you find a fire extinguisher that is not in its proper place, please notify a member of the Residential Life Staff. Tampering with extinguishers is a \$50 fine. False alarms, removal or unnecessary discharge of fire extinguishers, propping doors and removal of exit signs compromise the safety of the residence halls. Residents found engaging in the above listed activities may be dismissed from the residence halls. Other fire safety violations will be dealt with through the disciplinary process. Whenever a smoke detector alarm sounds, it is important to determine whether or not a fire emergency exists. If one does, or if it cannot be determined because the door to the room is locked, then immediately pull a fire alarm located in the center and at the end of every hallway. An alarm will sound throughout the building and the University Police will be notified automatically. Smoke detector alarms sound only in the room where they are activated, so you must pull a fire alarm to notify the University Police and the hall residents if there is a fire. Fire alarm pull boxes are located throughout the complex. You should become familiar with their locations. Once a fire alarm is pulled, it is the responsibility of each resident to evacuate their residence hall when the alarm sounds or be subject to criminal prosecution, fine and/or Residence Hall disciplinary action. Tampering with a smoke detector or a fire alarm is a \$100 fine. Certain items are not allowed on University Courtyard premises because of the fire hazard they pose to residents. For a list of prohibited items, please see inside front cover.

**UNIVERSITY HEALTH AND PSYCHOLOGICAL SERVICES (UHPS):** is open Monday-Friday from 8:00 a.m. to 12:00 noon and 1:00 p.m. to 4:45 p.m. during the academic year for health care. Counseling intake / walk-up hours are 9:00 a.m.-11:00 a.m. and 2:00 p.m.-4:00 p.m. UHPS is located on campus at the corner of Barton and Keats Ave. If an ambulance is needed, a Resident Advisor (RA) or member of the University Courtyard Staff should be contacted and they will call the University Police Department who will evaluate the situation, then call for an ambulance, if necessary. In an extreme emergency, you may wish to call the University Police Department directly, but be sure to notify a member of the staff as soon as possible. University Courtyard Staff cannot transport residents. All resident emergency cards are located at the Atrium Customer Service Desk.

Health Center (Campus) ..... 8.2734  
Poison Control Center ..... 1.800.876.4766  
Suicide Prevention-Help for Emotional Trouble  
(24) hour hotline..... Day 453.5702  
.....Night 453.6616  
Fresno Office - Rape Counseling 497.2900  
Fresno Rape Counseling Hotline ..... 222.7273  
Counseling Center (Campus) ..... 8.2734

**ELECTRICAL PANELS/HALLWAYS CLEAR:** Access panels are located in community-style hallways, common areas and also in residence suites. All residents must refrain from accessing, opening and tampering with any and all electrical/utility/cable access panels and/or closets and/or the contents. The area in front of these panels must be kept accessible at all times (no furniture in front of the door).

**EXTERIOR DOORS/LOCK:** For security reasons, exterior doors are locked 24 hours a day, as well as all community style stairwell doors. Your electronic key opens your residence hall's exterior stairwell door and community style bathroom (gender designated). It also opens your suite and/or bedroom door. You can assist in the security of your building by making sure doors are securely locked when you enter or leave a building. DO NOT prop doors as this increases the chance of unwanted strangers entering your building. If you prop a door open, you will be subject to immediate disciplinary action. The exterior doors have a silent alarm which will sound at the Atrium Customer Service Desk if a door is propped.

**BLACKOUTS/LOSS OF POWER:**

In the event power is lost, keep in mind the following:

- Remain Calm
- Immediately turn off your television, computer, radio, etc. to avoid damage from power surges when the power comes back on.
- After dark, remain in your room. Prepare ahead by having a flashlight handy. Do not burn candles. (The State Fire Marshal prohibits burning candles in the Residence Halls).
- There will not be lights, air conditioning or heating during the blackout. However, a generator will provide emergency lighting in the common hallways and stairwells only.
- Keep windows closed to hold in the temperature of the room.
- Keep microfridge (refrigerator and freezer) doors closed to maintain the temperature inside.
- Electricity is used to pump water through the halls; a power outage could affect the pressure of showers, sinks, toilets and water fountains.
- It is estimated that the power will come back on in approximately one to three hours.
- Telephones will continue to work only if they are not plugged into an electrical outlet. You may call 559.278.4000 for campus updates on the power outages.
- Laundry machines should resume cycle when power returns, but check to make sure.
- Direct questions or concerns to Residence Life Staff members who have been trained in emergency procedures and have flashlights.
- The University's Police Department is on duty 24 hours a day, 7 days a week and will respond to health and safety emergencies that may occur as a result of a blackout.

**IMPORTANT INFO**

**ACCESSIBILITY FOR THE DISABLED:** Various areas of the University Courtyard complex have been modified to accommodate the needs of residents with physical disabilities. It is the policy of University Courtyard to comply with the Americans with Disabilities Act (42 U.S.C §§12101, et seq.). If you are in need of an accommodation because of a disability, please contact the Coordinator of Housing Operations. A form from Services for Students with Disabilities (SSD) will be provided. This form must be completed and returned to the SSD office within 14 days of receipt.

University Courtyard has identified various rooms, in certain buildings, for residents with disabilities. These rooms are available to residents who have a need for special accommodations, have submitted the request to the SSD office and a recommendation for special services is provided by the SSD office to University Courtyard. All space is subject to availability. All rooms are located on the first floor of a hall and close to an exit. The Atrium exterior doors are equipped with a motion sensor to open automatically, as are the sliding exterior doors in each community style hall. A computer workstation with accessible features is available in the Atrium Computer Lab.

Residential Life Staff are trained how to evacuate a building and assist residents with disabilities. Resident Directors contact residents at the beginning of the academic year to see how they can assist, in case of an emergency. This information is on file at the Atrium Customer Service Desk and with each Resident Director.

Upon arrival or during the academic year, residents with disabilities are encouraged to contact the Assistant Director of Housing (278.2345, option 6) if the physical arrangements of the room or other areas of the complex are such that movement is difficult.

Returning residents wishing to receive an accessible room due to a disability must contact the Services for Students with Disabilities Office directly before room selection process each academic year. The Services for Students with Disabilities Office will then make a recommendation to University Courtyard regarding the student's needs. Returning residents wishing to renew their accessible room must

schedule an appointment at the Atrium Customer Service Desk with the Coordinator of Housing Operations prior to selecting their room during Resident Appreciation Day.

**APPLYING TO LIVE ON CAMPUS FOR 2010-2011:** Residents living on campus during the Spring 2010 semester will be guaranteed and can select their 2010-2011 bed by submitting a completed 2010-2011 on campus living application packet no later than March 24. Returning resident application submission and room selection process and acceptance dates will be published on the University Courtyard web site at [www.universitycourtyard.org](http://www.universitycourtyard.org). 2010-2011 on-campus living applications will not be accepted from current residents until the published returning resident application submission dates.

**BED RAIL WAIVER:** Every resident is required at check-in to fill out and sign a bed rail waiver or bed rail request form. If you choose not to have a bed rail, University Courtyard is not responsible for any injuries that may occur if you fall out of your bed.

**CHECKING INTO THE HALLS:** You must move in before 11 p.m. the Friday (Fall/Spring) or Monday (Spring) before instruction begins or your room may be assigned to another student, unless you have given prior notification to the Housing Office. Upon moving in you must carefully review and complete your Room Condition Report Form, sign it and return it within two hours to the check-in table or the Atrium Customer Service Desk. You are responsible for all items listed on your check-in form.

**CHECKING OUT OF THE HALLS:** At the conclusion of the Spring semester, detailed instructions are provided by the University Courtyard Housing Office prior to scheduled dates (refer to the Student Housing and Meal Plan License Agreement section and Housing Happenings). Residents schedule their check-out date and time in advance with a Residential Life Staff member from their hall. Residents are responsible for any damage within their room that was not listed on the Room Condition Report Form at check-in. Any discrepancies, as well as missing or damaged items, will be billed. Common area damages or excessive garbage in the common areas will be charged to the floor or wing residents. Damage or garbage in suite living rooms or bathrooms will be charged to the suitemates. (Residents are not required to pack up their belongings for winter recess; however, you must complete the Winter Recess form and check-out with a Resident Advisor). All residents must be checked out no later than 3 p.m. on the Friday of finals week.

**The following needs to be completed when moving out of your room in the residence halls, no matter when:**

1. Schedule an appointment at least 24 hours in advance with your Residential Life Staff member to check-out. Show up to your appointment. Failure to make your appointment time will result in extra charges.
2. Remove all personal belongings from the room.
3. Clean your entire room/suite (dust, sweep, vacuum) and put furniture in original set-up. (Tools are available at the Atrium Customer Service Desk.)
4. Remove and dispose of trash in large dumpsters outside each hall. A minimum of \$100 will be billed to clean or remove garbage.
5. Clean and defrost microfridge. A \$25 fee will be charged for clean-up.
6. Air Conditioner/Heater should be left on the "Auto" position (suites only) and set to 68 (heat) or 78 (air conditioning).
7. Have your RA or building staff member check you out with your RCR form. You may not reenter the room once you have checked out.
8. Turn in your mattress pad. Failure to return the mattress pad results in a \$25 fee.
9. Complete and return your forwarding address card.

Failure to follow the above check list may result in a \$75 improper check-out fine.

Remittance of any refundable security deposit balance will be made in approximately three to six (3-6) weeks. If you choose to return to University Courtyard your security deposit will remain on account.

**CANCELLATION POLICY:** A student no longer attending the University or no longer wishing to live on campus must submit a signed letter in writing, sent via certified mail and postmarked by July 19, 2009 (Fall/Spring) or December 17, 2009 (New Spring only). A \$50 processing fee will be assessed in addition to the non-refundable application fee. If the cancellation is after the date noted, a \$25 per day fee will be assessed in addition to the \$50 processing fee and non-refundable application fee. If your cancellation is postmarked on or after August 20, 2009, you must submit a "Petition for Cancellation" form available at University Courtyard along with a \$50 processing fee, subject to approval by the

Director of Housing. If the petition is denied, you will be charged the full rate schedule based on your room assignment and selected meal plan. If your petition is approved, you will be assessed a minimum of 30 days room and board. Phone and email cancellations are not accepted. The University Courtyard housing application and California State University, Fresno admission are separate processes. It is your responsibility to notify each office separately if you do not attend.

**Exceptions:**

*Not admitted to the University:*

If you are not accepted to the University, you must notify University Courtyard in writing and submit proof by certified mail by August 19, 2009 to avoid the \$25 per day assessment.

*Waiting List:*

If you have been notified you are on a waiting list and have not been guaranteed a bed space, you must notify University Courtyard in writing via certified mail prior to notification of a guaranteed bed space to avoid the \$25 per day assessment.

If you have been notified you are on a waiting list and have not been guaranteed a bed space by August 28, 2009 5 p.m., University Courtyard will cancel your license agreement unless otherwise requested. The security deposit will be refunded. The application fee is non-refundable.

**CLEANLINESS:** All residents are expected to keep their own rooms free from excessive trash/debris and maintain the room/fixtures in the same condition as they were when the resident first arrived, except for normal wear-and-tear. Vacuums are available in the Atrium and at the community style hall desks for use by residents, and dumpsters are located near each community style building as well as the Atrium for the disposal of trash.

**COMPUTING NETWORK**

**Computer lab:** The computer lab is available in the Atrium for use by all University Courtyard residents 24 hours a day during the academic year. To use the lab, you must be a current resident, sign in, leave your electronic key with the computer lab assistant and respect the rules of the computer lab, including following the instructions of the computer lab assistant. You are prohibited from loading any software onto the computer, modifying the hardware or moving the computer or monitor. You will be asked to leave immediately should you break any computer lab rules. There is a two hour use limit for Word and Excel and a one hour limit for internet and email if there are students waiting to use the lab. Provided in the lab is a free fiber optic high-speed connection, Dell Optiplex GX620 Pentium 4 computers and a pay-for-print service. Should you want to save your work, you must bring your own 3.5 disk, blank CD, or thumb drive. During Thanksgiving, Winter and Spring Recess, the lab is closed.

**Wireless internet:** Wireless internet is available free of charge in the Atrium Lobby/Patio area and the lobbies/junctions of each community style hall. Any resident wishing to access the wireless network should use his or her csufresno login and password. In addition to these areas, wireless internet is available at various campus locations including the USU, Henry Madden Library and Dining Hall.

**Internet access:** Residents have various options regarding internet access and providers. CVIP, Central Valley Internet Project, is Fresno State's on campus internet service provider and offers service to residents. Residents may also choose other community providers.

In addition to internet access, students are provided with the option to purchase Microsoft products at a reduced rate, including computers and accessories. For more information, call CVIP at 559.278.1111 or visit the CVIP office downstairs in the USU Pavilion.

**Internet usage:** Any resident who chooses to engage in or posts information (including but not necessarily limited to text, photos and/or sound files) depicting behaviors and conduct that are not in accordance with University Courtyard's Policies or the University's Code of Conduct are subject to disciplinary action and/or dismissal from the residence halls. (Includes but is not limited to MySpace, Facebook, Xanga, Livejournal, Classmate, and related sites.) As per the University computer usage policy, unauthorized file sharing, plagiarism and the illegal downloading of any files or information are not allowed. To view the computer policy in its entirety go to [www.csufresno.edu/aps/documents/apm/622.pdf](http://www.csufresno.edu/aps/documents/apm/622.pdf).

**Copyright:** Peer-to-peer file sharing is a violation of federal copyright law. For more information, visit [www.copyright.gov](http://www.copyright.gov).

**DAMAGE POLICY:** Residents who accidentally or intentionally damage any residence hall property may be charged for repair or replacement and may be sanctioned by the RD or dismissed by the Director of Housing or designee (i.e. Disruptive Behavior, water fights, shaving cream fights, etc.). Damaging residence hall property destroys the community environment everyone is working to build

and can increase the cost to live in the halls. You should maintain your room (and suite, if applicable) in the condition it was when you arrived. Any damages beyond normal wear-and-tear not noted on the Room Condition Report Form and any damages which occur during your residency will be repaired and maintenance costs billed to you.

For Common Area Damage information, please reference "Common Area Damage" on page 46.

A partial list of charges assessable for damaged or missing room items appears below (in dollars):

A/C Lock Box	\$25
Mattress Clean	50
Bathroom Damages	Cost+10%
Wardrobe	1500
Bed-Loft	625
Blinds (vertical)	75 - 250
Bedrail (Available on request)	100
Carpet Damage/Replacement	150 -1000
Bed Pins (4)	10/ea
Closet Doors	300
Bookcase	250
Contact Paper Damage	100 - 500
Book Carrel (w/task light/bulletin board)	200
Doors (Suite/Bedroom)	450
Chest of Drawers	250
Double Stick Tape Damage	Cost + 10%
Chair - 2 position (desk)	175
Garbage Removal Charge (excess)	100
Chair cover (desk)	50
Holes in Walls (each less than 1/8" hole)	20 - 150
Chair (living room)	450
Light Fixture Cover (broken)	100
Chair cover (living room)	150
Mirror (Bathroom)	Cost + 10%
Coffee Table	250
Paint Room (per room)	250
Damaged Furniture	50 - 600
Smoke Detector (broken or damaged)	100
Desk top (no rails)	150
Window Replacement	300+
Drop Leaf Desk	500
Window Screen	75 - 200
File Cabinet (2-drawer)	200
Wastebasket	25
Love Seat Replacement	675
Reassemble Furniture	40
Love Seat Clean	50
Microfridge	600
Love Seat Cover	200
Mattress Pad Slipcover	50
Mattress	250
Mattress Pad	25

Note: Damage or replacement items not listed will be assessed at an appropriate rate. These charges are based upon labor and material costs for 2009-2010 and are subject to change. Those assigned to temporary spaces should refer to RCR for damage information.

**DOUBLE OR TRIPLE OCCUPANCY:** The majority of the rooms are double occupancy and there are a limited number of triple occupancy bedrooms. If you do not have a roommate(s), a roommate(s) can be assigned at any time during the 2009-2010 academic year. If your roommate(s) move(s) out, you may not take over their space within the room. Double/triple occupancy rooms are available to new residents moving in during the Fall or Spring semester. It would be an unwelcoming gesture to have

your belongings on their side of the room when they arrive. If you refuse a new roommate(s), the Director of Housing or designee will require you to immediately either: move to another double/triple occupancy room or pay the difference between the room type you are assigned and the current occupancy cost of the room, if available.

#### **ENTRY INTO ROOM:**

- A. University Courtyard staff members (2 at a time) may enter a room only for work related purposes and shall adhere to University Courtyard Policies.
- B. Common areas, suite hallways and bathrooms are defined as service areas and will be entered by staff in performance of routine duties.
- C. University Recesses are considered periods when maintenance staff will be entering rooms without notice for inspection.

The conditions to enter a room are as follows:

1. Staff may enter rooms at reasonable times for necessary maintenance of areas, to remove unauthorized University Courtyard property, for inspection to determine occupancy where there is a possibility the room has been vacated, to add furniture and for staff performance of routinely scheduled inspections. University Courtyard is not obligated to provide advance notice for minor maintenance and repair activities for which a Facilities Service Request has been initiated and access granted.
2. University Courtyard Staff may enter rooms to ensure discontinuance of rule violations. University Courtyard may require immediate removal of items in violation of the contract (e.g. appliances, pets, alcohol, lofts).
3. If the resident(s) is/are absent from the room and University Courtyard staff has reason to believe entry is necessary to investigate a possible emergency situation which may endanger the health or safety of the room/building, the two staff members may enter WITHOUT NOTICE. (The professional on-call staff member must be notified prior to entrance.)
4. University Staff members, including the University Police, may enter rooms WITHOUT NOTICE in the execution of a search warrant, when an emergency threatens health or safety, or with the consent of the occupant of the room.
5. Residential Life Staff will enter rooms to do check-ins and check-outs, upon the vacating or room change of a resident and during scheduled Health and Safety Inspections.
6. If violation occurs, the Residential Life Staff members will return within 48 hours to make sure the violation has been corrected.

#### **FORMS & PAYMENTS:**

##### **License agreements:**

The University Housing Office attempts to house residents at the lowest cost possible. In order to do this, there must be a high and consistent occupancy level. Therefore, all Student Housing and Meal Plan License Agreements are issued for the academic year.

Academic year residents are able to stay during Thanksgiving, Winter and Spring Recess at no additional charge (meals are neither included nor available). Residents are expected to read the License Agreement including the "Terms and Conditions of Occupancy," University Courtyard Student Handbook and the University Courtyard application packet to know what is expected of them.

The Academic License Agreement period is from August 20, 2009, at 9 a.m. - May 21, 2010, at 3 p.m. The New Spring ONLY License Agreement period is from January 19, 2009, at 9 a.m. - May 21, 2010 at 3 p.m.

**Material safety data sheets (MSDS):** These sheets contain detailed information about any chemical used by housekeeping or maintenance. In case of an emergency, spill or ingestion, the sheet gives detailed instructions for what to do. These are available at the Atrium Customer Service Desk.

**Meningococcal disease:** According to AB1452 all incoming freshmen are required to review information provided in their housing application packet regarding the meningococcal disease. The resident is required to sign and return the information sheet indicating whether or not they intend on receiving the vaccine. All records will be collected by University Courtyard then forwarded to the University Health Center (for proper storage, beginning September 2009).

**Security deposit:** As provided in the license agreement, a security deposit of \$150 must be maintained with University Courtyard. This security deposit is used at the end of the license period if a balance remains on the account or any check-out charges occur. Remittance of any refundable balance will be made approximately three (3) to six (6) weeks after bed space is vacated. If you choose to return to University Courtyard, your security deposit will remain on the account.

**Payments:** Residents making payments for housing fees can: 1) go to the Atrium Customer Service Desk, 8 a.m.-5 p.m. weekdays, 2) deposit a check (no cash) in the 24-hour drop box located next to the suite mailboxes in the Atrium or 3) fill out a credit card authorization for monthly deduction. Make sure checks are payable to University Courtyard and include your name and Fresno State ID# on the check. Payments can be mailed to University Courtyard, 5152 N. Barton Ave. M/S RH 82, Fresno, CA 93740-8013.

You are responsible for both room and board. Your payment must be made according to the payment schedule you selected in order to avoid delinquency.

Housing account questions: go to the Atrium Customer Service Desk and speak to an Accounting Representative or call 559.278.2396.

Statements will be placed in your mailbox and an additional copy mailed to your designated payor if applicable. All payments are due on the 5th day of each month (monthly payment plan) and considered late after the 10th day of each month.

There is a \$25 late fee for payments received after the five day grace period.

All account balances must be cleared prior to the end of your license agreement to avoid possible additional penalties, including cancellation of the following year's license agreement, loss of assigned room and holding of registration and/or transcripts.

Students who have applied for financial aid or scholarship assistance are responsible for their housing bill whether or not the amount awarded covers the entire cost. The financial aid, scholarship application and award process are separate from the housing process. The Fresno State Student Accounting, Financial Aid or Scholarship Office does not deduct your housing fees from your check, unless you have checked the box on the license agreement "Financial Aid with Auto Deduction".

It is your responsibility to make your housing payments by the dates listed on your University Courtyard special payment plan. Residents selecting Financial Aid Special Payment Plans, first payment is due September 5, 2009 (academic year) and January 5, 2010 (New Spring only applicants). Non-payment or delinquent payment, without prior arrangements with housing, may result in termination of Student Housing and Meal Plan License Agreement, dismissal and collections.

All accounts for Fall services rendered must be paid in full by December 1, 2009, or the account will be considered delinquent. All accounts for Spring services must be paid in full by May 1, 2010, or the account is considered delinquent.

**GRIEVANCE POLICY:** If you have a grievance regarding a condition or circumstance relative to your residence at University Courtyard, you may request relief by contacting the Assistant Director of Housing in writing. Such written request(s) should clearly and in detail describe your grievance and the relief you are requesting, and also be accompanied by any evidence you claim is relevant. The Assistant Director will review your request and may, at their discretion conduct an investigation to ascertain facts relative to your grievance. Within twenty-one (21) days following the receipt by the Assistant Director of your written grievance, the Assistant Director will respond to your request. If your grievance is denied, or if the Assistant Director fails to respond in a timely manner, you may appeal your grievance to the Director of Housing. The procedure for such appeal to the Director of Housing shall be the same as that used for the appeal to the Assistant Director. If your grievance is denied by the Director of Housing or if said Director fails to respond in a timely manner, you may appeal your grievance to the Executive Director of the California State University, Fresno Association, Inc. If you choose to appeal, you must submit your appeal in writing to the Executive Director. The appeal must consist of your written letter that clearly and in detail describes your grievance, the relief you are requesting, evidence your claim is relevant, and also disclose when you previously submitted the grievance to both the Assistant Director and Director of Housing. The appeal shall be addressed and mailed to the Executive Director of the California State University, Fresno Association, Inc., 2771 E. Shaw Avenue, Fresno, CA 93710-8205. The Executive Director shall review your appeal, and conduct any investigation that they deem appropriate. A written response will be provided to you within thirty (30) days from the date of the Executive Director's receipt of your appeal. The decision of the Executive Director shall be final.

If your grievance is that your "Petition for Cancellation of License Agreement" has been denied, any request for relief shall not be addressed to the Assistant Director or Director of Housing, but instead shall be directed to the Executive Director of the California State University, Fresno Association, Inc. Such request shall follow the same procedure referred to above when appealing a matter to the Executive Director. Matters related to discipline shall be governed by the Discipline Process/Procedure referred to on page 18, and not this grievance procedure.

**HALL CLOSURES:** University Courtyard will be officially closed for Winter Recess between December 18, 2009 at 3:00 p.m. - January 19, 2010 at 9:00 a.m. All residents will be required to check out and keys will be deactivated. If you have completed and submitted a request to stay during Winter Recess, you will still need to check out with a Residential Life Staff member and obtain a Winter Recess key. If you do not follow these procedures you may incur a fine. Be sure to read Housing Happenings for additional information. You may leave your belongings in your room during Thanksgiving, Winter and Spring Recess, however University Courtyard is not responsible for any damaged or stolen items.

On May 21, 2010, at 3:00 p.m., the halls close for the 2009-2010 academic year. All residents must remove their belongings and complete the check-out process between May 17-21 at 3:00 p.m. Residents must move out on time because summer session students begin checking in as early as May 23, and conference groups begin checking in as early as June 1.

Graduates participating in a college/school convocation or the University Commencement may stay through May 22 at 5:00 p.m. In order for you to stay until May 22 you must complete a request form at the Atrium Customer Service Desk no later than May 20, 2010, at 5:00 p.m.

#### **HALL CLOSURE DATES:**

**Thanksgiving recess:** November 25-29, 2009, halls are open but meals are not included.

**Winter recess:** Residents who complete and return the form in Housing Happenings by December 13, 2009, may stay in their room during Winter Recess from December 19, 2009-January 18, 2010. For health and safety reasons, University Courtyard needs to know who is in the building (Meals are not included during Winter Recess). Residents who are leaving are required to check out with their RAs, avoiding a \$50 improper check-out fee. If you choose to return early check in at the Atrium Customer Service Desk. Since you are not being charged a room fee during recess, no refunds will be given if you choose to leave. You may leave your belongings in your room; however, University Courtyard is not responsible for any damaged, missing or stolen items.

**Spring recess:** Halls are open but meals are not served or included during Spring Recess. Residents who complete and return the form in Housing Happenings by March 22, 2010, may stay in their room during Spring Recess, March 29-April 2, 2010. For health and safety reasons, University Courtyard needs to know who is in the building. Since you are not being charged a room fee during recess, no refunds will be given if you choose to leave.

**INSURANCE:** University Courtyard does not assume responsibility for personal items lost, mislaid or stolen in the Residence Halls or from your automobile. Unfortunately, community living has the potential for providing irresistible temptation for some residents and nonresidents. We strongly urge you to prevent the possible loss of property by keeping your door locked and windows closed whenever your room is unoccupied. In your room assignment letter, University Courtyard provided you information for purchasing a personal fire and theft insurance policy, if your personal items are not covered by your parents' homeowner's policy or your private insurance carrier. If you need information about purchasing a policy, go to the Atrium Customer Service Desk.

#### **Renters insurance:**

Affordable renters insurance is available if you desire to protect your belongings from theft or damage. University Courtyard does not provide or endorse any specific renter's insurance providers.

**Health insurance:** All residents are required to carry health insurance as explained in the "Terms and Conditions" section of your "Student Housing and Meal Plan License Agreement." Residents who do not purchase insurance within the first two weeks of their Student Housing License Agreement may face dismissal from University Courtyard. Updates to the emergency card must be completed by September 4 (2009-2010 residents) or January 29 (Spring 2010). In case of an emergency, the information you provided on your Emergency Card will be provided to emergency personnel.

**KEYS:** At check-in and specific designated time periods, each resident is provided with a temporary key card for electronic access to their room. By the start of each semester, residents must have their Fresno State Key Card (Student ID card) programmed as their room key, as the temporary key card will expire. Your Fresno State KeyCard (student ID) provides access to your room, all exterior doors and junction/stairwells in your hall.

#### **What Electronic Light Indicators Mean:**

The three light indicators (green, yellow and red) are located on the face of the lock. When the electronic key card is inserted into the lock and removed, a green light indicates you have access to the locked area.

The following are some of the more common lights you could encounter and what steps you should take:

**12 flashing yellow lights:** deadbolt or privacy button/switch has been set from inside the room. Resident Instructions: When using your key on your assigned room, you should not receive 12 flashing yellow lights as roommate keys override the deadbolt or privacy button.

**2 flashing yellow lights:** incorrect key card was used in the lock. Resident Instruction: Make sure you are using your key on the correct lock. If you are, retry the key. If the key still doesn't work and it's the correct room, go to the Atrium Customer Service Desk for assistance.

**1 or 2 flashing red lights:** key card was used improperly (upside down, backwards, not removed). Resident Instruction: reinsert key card correctly.

**2 yellow and red flashes:** the lock was unable to properly read the lock code on the key card. Resident Instruction: reinsert the key card. If the card still will not work after several attempts, see the Atrium Customer Service Desk for assistance.

**Simultaneous flashing green and red lights:** the locks clock needs to be updated. Resident Instruction: Within 24 hours, complete a Facility Service Request at the Atrium Customer Service Desk.

**Alternating flashing green and red lights:** the locks batteries are low and need to be changed. Resident Instruction: Within 24 hours, complete a Facility Service Request at the Atrium Customer Service Desk.

**No light:** invalid key shutdown which means the key switch is broken or the lock batteries are dead. Resident Instruction: Immediately complete a Facility Service Request at the Atrium Customer Service Desk.

**KEY SAFETY:** Always carry your key with you. Your key is coded specifically for you and is not to be loaned out to anyone else, as it gives unauthorized access to your room and residence hall. If you give your key to another resident you will be responsible for any incidents that may occur.

For your safety, when you are issued a new temporary key, you will need to show proper photo identification or provide your Fresno State student ID number and an alternate form of identity confirmation such as date of birth.

1. **Damaged Key:** If your lock is not reading the key at all and there are NO visible signs of damage, return your key to the Atrium Customer Service Desk so your card can be reprogrammed. You will not be charged for the first two (2) damaged key requests. On the third (3) damaged key request, you will be required to pay a \$25 fee for the continuous storing of your key improperly. (Keep key out of direct sun, away from cell phones or from touching another magnetic strip or magnets.) If your Fresno State Key Card does not have any visible signs of damage and does not work after it has been reprogrammed, you will need to follow the "Reprogram" process outlined below.

If at any time your student ID card cannot be coded because it is visibly damaged (i.e. scratched, bent, chipped, broken, or cannot be coded, etc.) see "Reprogram" instructions below.

2. **Lost or Stolen Keys:** If your key is lost or stolen, go to the Atrium Customer Service Desk. You will be issued a temporary key so that you may have access to your room until a new Fresno State ID card can be issued. Fresno State ID cards are \$10 and issued at the Bulldog Card Office. Once you have obtained your new student ID card, you must return the temporary key to the Atrium Customer Service Desk and have your student ID card reprogrammed. You will be charged a nonrefundable fee of \$15 to cover the cost of issuing a temporary key and/or reprogramming your new ID card.
3. **Lock-Outs:** If you have left your key in your on-campus room, go to the Atrium Customer Service Desk. You will be issued a temporary key so that you may have access to your room to retrieve your student ID card and return it, along with your temporary key, to the Atrium Customer Service Desk. You are allowed to obtain a temporary key to your room for a lockout two (2) times without a charge. On the third (3) time, you will be charged a \$25 fee. Failure to meet the 30 minute timeline will result in an additional \$25 Timed-Out charge.
4. **Reprogram:** If at any time you receive a new Student ID card without first visiting the Atrium Customer Service Desk or the Atrium Desk assistant coded you a temporary card because your student ID was visibly damaged (i.e. scratched, bent, chipped, broken, cannot be coded, etc.) you must visit the Atrium Customer Service Desk to have your new student ID card programmed with access to your room. You will be charged a nonrefundable fee of \$15 to cover the cost of reprogramming your new ID card.

**Temporary Keys:** All temporary keys for lockouts are set to expire (time out) on the issued date and time. Failure to return an issued temporary key will result in an additional nonrefundable fee of \$25.

**LOFTS & BUNKBEDS:** Since loft style, modular furniture has been provided, you may not bring or build your own loft. You may debunk the bed yourself but you will be held liable for damage or lost pins. Tools are available at the Atrium Customer Service Desk. It is your responsibility to return your bed to the loft configuration prior to check-out to avoid an improper check-out fee.

**MEGAN'S LAW:** In 2004, a California law was passed allowing any individual with access to the internet to search a list of registered sex offenders in their neighborhood. This list is available 24 hours a day, 7 days a week via [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov).

**REPAIRS:** Necessary room repairs should be requested and submitted on a Facility Service Request form available at the Atrium Customer Service Desk. The form must be completed in its entirety for service to be provided. Service may be completed in your absence, if indicated. Staff is required to work in pairs.

**ROOM CHANGE POLICY:** University Courtyard is full for the 2009-2010 academic year and we do not expect to have empty beds available for room changes. However, we understand that roommate conflicts may develop or residents may wish to move to a different room. In order to establish who has checked in, cancelled, or delayed their check-in date and to ensure all residents have moved into their proper spaces, no room changes will occur during the first two weeks of the semester.

After this two week period, we will consider room changes on a case by case basis. Residents may not switch rooms without approval from the Coordinator of Housing Operations. We strongly encourage residents to first try and resolve the conflict with their roommate, and ask for help if necessary. Resident Advisors, Assistant Resident Directors, Resident Directors and the Residential Life and Student Conduct Coordinator are all resources for students to try and work through their problem before switching rooms. Failure to utilize these resources before asking for a room change will result in a delay in the process.

Once you have explored all of the options in resolving the conflicts you may discuss a room change with the Coordinator of Housing Operations. If you switch rooms, a \$50 processing fee per student moving will be charged.

If you would like to waive the \$50 fee, there is a Room Change and Room Swap process that occurs beginning the second week of the semester. Students going through this process successfully will not be charged the \$50 processing fee. Please keep in mind that going through this process does not guarantee approval, and only students who are approved may move. Details on this process will be placed in resident's mailboxes at the beginning of the semester. Do not move rooms unless you are notified that your application was approved. Failure to go through the correct Room Change or Swap process will result in each resident who has changed rooms moving back to their original room and a fine of \$75 for moving without approval.

**RIGHT TO REFUSE SERVICE:** University Courtyard reserves the right to refuse to extend accommodations and/or services to any person(s).

**SAFETY INSPECTIONS:** University Courtyard Staff, together with your RA, will check resident rooms to ensure that all health and safety requirements are being met. These checks are scheduled once per semester. Typically, you are informed at least twenty-four hours in advance of a room check, unless an emergency arises, when no notice may be given. In addition, room checks are done during periods such as Winter Recess and Spring Recess. See University Courtyard Policies section for more information.

**SUMMER HOUSING:** If you plan to enroll in summer session courses or workshops and would like to live at University Courtyard, you must complete a separate application and pay a daily occupancy fee. Summer occupancy is not included as part of your Student Housing and Meal Plan License Agreement. Applications are available March 1, 2010, at [www.universitycourtyard.org](http://www.universitycourtyard.org) and at the Atrium Customer Service Desk. You are encouraged to apply early as space is limited. All rooms are double occupancy. Meals are not included during summer occupancy.

**TEMPORARY HOUSING:** Residents placed in temporary housing will be accommodated in a permanent room as soon as one becomes available. Upon notification that a permanent bed has been assigned, the resident must move into the new room and out of the temporary room by the date provided.