

UNIVERSITY COURTYARD HANDBOOK

ATRIUM & LIVING OPTIONS

University Courtyard is comprised of 10 buildings and can accommodate more than 1100 residents

ATRIUM:

The Atrium is open 24 hours a day during the academic year and contains a conference room, computer lab, gated patio area, fitness center, lounge with big screen TV, ice machine, vending machines and a 24-hour customer service desk. For residents' safety, exterior doors and gates are locked from 5 p.m.-7 a.m. daily, with a resident's electronic key providing access during those times.

In community-style halls (Baker, Graves and Homan) the hall desks are open from 7-11 p.m. daily (including weekends), except Thanksgiving, Winter and Spring recess, and are staffed by Residential Life Staff. You can conduct the following business during open hours:

- Pick up and sign for packages or new mailbox combination card (must have photo ID--key card, driver license, passport, etc.)
- Pick-up and sign for registered, certified and overnight delivery mail (must have photo ID)
- Obtain a new electronic key to your room when you have locked yourself out or lost your key
- Request and submit Facility Service Request forms and check status of request
- Request Bed Rails
- Check for lost and found articles (Also check the University Police Department)
- Check out recreation equipment (Volleyball, horseshoes, etc.)
- Check out Baker, Graves and Homan Hall kitchen keys
- Check out hall laundry keys
- Check out vacuum
- Telephone available for on-campus calls
- Seek first aid; request emergency assistance.
- Rent DVD player for evening (ID required)

Misuse of equipment: Misuse or abuse of any residence hall equipment, including kitchen supplies, sports equipment and games/electronics is not allowed. Also, failing to return checked-out equipment promptly is a violation of accepted use.

COMMUNITY-STYLE HALLS

(BAKER/GRAVES/HOMAN):

- Co-ed (women live on one floor/wing, men on another)
- House approximately 620 residents
- Majority of rooms are double occupancy, with limited large singles
- Each wing shares common bathroom with private dressing and shower rooms
- Recommended for first-time freshmen, international students and new transfers as community-style living provides opportunity to meet a diverse group of residents
- Have laundry facilities, central resident mailboxes, study rooms, recreation rooms, kitchenettes available for use, information desks that are staffed from 7-11 p.m. each night (all located on the first floor for easy access)

RESIDENCE SUITES

(ASPEN/BIRCH/CEDAR/PONDEROSA/SEQUOIA/SYCAMORE):

- One, two or three bedrooms with a common living room and bathroom
- Majority of individual rooms are double occupancy, with limited number of single or triple occupancy
- House approximately 450 residents
- Gender designated suites
- Preference is given to returning, graduate, reentry, upper division and transfer students (56+ units)

- Cedar and Sequoia halls are designated for freshmen who want to experience suite living
- Laundry facilities are located in Aspen, Birch, Sequoia and Sycamore
- Mailbox center is located in the Atrium Lobby

FACILITIES & SERVICES

CABLE TV: Basic cable hook-up and service is provided at no additional cost for residents who bring a cable-ready television. Roommates share the cable television jack provided in each room. There is no start-up cost or monthly fee. If you do not have a cable-ready TV or you would like a premium channel, you will need to contact Comcast. An additional rental fee/cost and deposit for extra services are billed directly to you by Comcast. For a cable box, premium channels or for service concerns, residents should call Comcast at 1-800-COMCAST.

CONFERENCE ROOM: A Conference Room is available for resident use by reserving a time in advance and showing a Photo ID at the Atrium Customer Service Desk. This room can be used for group meetings or study groups. For weekly, monthly or semester use, pre-approval from the Director is required. Individual reservation for solitary use is restricted. (Preference will be given to University Courtyard staff.)

FITNESS CENTER: Weight machines, stationary bicycles, stair-steppers, ellipticals and treadmills are available for the exclusive use of residents 24 hours per day during the academic year (ID required) in the University Courtyard Fitness Center located in the Atrium. Residents can keep fit using a variety of fitness equipment. Guidelines and instructions for use are posted. Children under 16 are not permitted and staff may request to see photo ID any time. During Thanksgiving, Winter and Spring Recess; read Housing Happenings for open hours.

FURNISHINGS/FURNITURE: All bedrooms in the residence suites and community style halls are furnished with a loft-style bed, mattress, mattress pad, large desk (except triples), desk with drawers (triples only), book carrel with desk light and bulletin board (except triples), dresser, file cabinet (except triples), and two-position chair. Also included in the suite living room or community-style room is a smoke detector, overhead light, window(s) with vertical blind(s), window screen(s), wastebasket(s), closet(s), storage cupboard(s), telephone jack, cable television jack and microfridge. Carpeting throughout the rooms, suites and halls are provided. Living rooms in the residence suites are furnished with a couch, chair, coffee table, bookcase and wastebasket. You are asked to take extra care with the furniture and not to deface or damage the furniture. You may bring extra furnishings with you as long as they do not damage the room and your roommate agrees.

GRASS AREAS: Large grass areas are provided on the athletic field for outdoor competitive sports. In order to prevent disturbances for those trying to study and to reduce the chance of broken windows, screens, shrubbery and bodies, do not play softball, baseball or golf in the immediate area around the halls. However, Frisbee, volleyball, football, Wiffle ball and badminton are permitted in the large grass areas at University Courtyard [Sequoia, Aspen, Baker, Graves (subject to quiet hours)]. Volleyball and horseshoe areas are available near the pool. Golf can only be played in designated areas determined by the Athletic Department.

HOUSEKEEPING:

Community-style

- Bathrooms are cleaned once daily (including weekends) between 8:45 a.m. and noon
- While bathrooms are being cleaned, residents need to use a bathroom on another floor or arrange your schedule around the cleaning time
- Common areas are cleaned daily (stairwells, junctions, lobbies, recreation rooms, hallways, laundry rooms) beginning at 8 a.m.
- Personal items left in areas being cleaned will be disposed of

Residence suites

- Bathrooms are cleaned three times per week
- Deadbolts must not be set during scheduled cleaning times, and bathroom must not be in use or bathroom will not be cleaned until the next scheduled cleaning time

- Remove all items from shower, countertops and floor (area will not be cleaned if personal items are left on these surfaces)
- Housekeepers are required to work in pairs

Residents are expected to clean their own rooms and suite living rooms, including the regular disposal of waste. Trash should be disposed of in outdoor dumpsters, not hallway trash receptacles.

Bathroom Cleaning Schedule

Baker/Graves/Homan

1st Floor: Daily 11 a.m.-noon
 2nd Floor: Daily 10 a.m.-11 a.m.
 3rd Floor: Daily 8:45 a.m.-9:45 a.m.

Aspen

T/Th/Sat 11 a.m.-2:30 p.m.

Birch

T/Thu/Sat 2 p.m.-3:30 p.m.

Cedar/Ponderosa

M/W/F 2:30 p.m.-4:15 p.m.

Sequoia/Sycamore

1st Floor: M/W/F 2 p.m.-4 p.m.
 2nd Floor: M/W/F 12:30 p.m.-2 p.m.
 3rd Floor: M/W/F 11 a.m.-12:30 p.m.

HOUSING HAPPENINGS: The residence hall newsletter is available on the University Courtyard website (www.universitycourtyard.org). It will be published on the site once per week. Housing Happenings strives to keep you informed about what is happening in your community, with information about programs and policies, as well as upcoming deadlines. If you have information you would like included in the newsletter, go to www.universitycourtyard.org and email the editor.

HVAC (Heating, Ventilation & Air Conditioning): Your room heater and air conditioning unit can be regulated by the thermostat and the heat pump (HP) switch (suites only). Each room is equipped with a thermostat that will enable you to select a comfortable temperature setting. Due to the State of California energy crisis, the State mandates that you set your heat to 68 degrees or lower and air conditioning to 78 degrees or higher.

1. **Residence suites:** You can select heating or air conditioning any time of the year by positioning the control (and setting the fan to auto). Residence suite rooms are equipped with energy-saving motion sensors. When you are not in your room, the heat or air conditioning will automatically shut off, unless your bedroom door is closed. As soon as there is movement in your room the heater or air conditioning unit resumes functioning. The door to each bedroom within the suite must be closed for the unit to maintain your thermostat setting.

HEAT-COOL OPERATIONS- The HP or red switch by the thermostat must be ON. Allow up to one hour for room to heat or cool. The room sensor must sense motion to initiate operation cycle. During the winter set the control to heat and set the fan switch to auto. During the summer set the control to cool and the fan to auto. If the system doesn't activate with motion within 5 minutes follow the reset instructions next to the thermostat.

FAN OPERATION- set the fan to the AUTO position, not the ON position. Setting it to the ON position does not affect the temperature in the room and uses unnecessary energy.

2. **Community-style hall:** Your hall and room will have air conditioning in the Fall and Spring and will have heat during the cooler months. Because you do not have motion sensors in your rooms, you are strongly encouraged to turn off your fan and thermostat when you are going to be away from your room for an extended period of time.

HEAT-COOL OPERATIONS- The fan switch by the thermostat must be on. Set the thermostat to desired temperature. Fan will run to maintain desired temperature. Allow up to one hour for room to heat or cool. Also, because our buildings are positively ventilated, opening windows with the air conditioning on only serves to draw warm air into your room and waste energy. Please keep windows shut when you have the air conditioning or heater on.

If problems arise with air conditioning or heating, a Facility Service Request form must be filled out at the Atrium Customer Service Desk for repair.

ICE MACHINE: An ice machine is located in the corridor of the Atrium and available at no charge for the exclusive use of residents.

KITCHENS: In each of the community style halls (Baker, Graves and Homan) there are kitchens available for resident use. All residents (including those living in suites) have access to these kitchens. Residents may leave their photo ID card at the Atrium Customer Service Desk and check out the key for one of the community-style hall kitchens. Residents must follow all posted instructions regarding kitchen use and must remove all personal items when finished, as all non-University Courtyard items will be discarded. If kitchen equipment is missing or lost, those who used the kitchen and checked out a key may be held financially responsible for missing items.

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

Solid Spoon	6
Pasta fork	6
Slotted Spoon	6
Slotted turner	6
Pizza cutter	10
Can opener	12
10-pc measuring cups/spoons	18
Peeler	8
Spatula	11
2 quart saucepan/lid	20
3 quart saucepan/lid	30
9.5 inch fry pan	17
Salt & pepper shakers	9
12 inch pizza pan	11
Colander	12
Scrubber	7.50
Oven mitt	14
3.5 quart mixing bowl	12
9 x 13 inch cookie sheet	12

LAUNDRY ROOMS: Washers and dryers are available in each hall except Cedar and Ponderosa. Cedar and Ponderosa residents have access to Aspen or Birch laundry facilities by providing a photo ID and checking out a key at the Atrium Customer Service Desk. These machines are provided and maintained by Web Service Company. In order to use the laundry facilities, residents must obtain a reloadable Webcard. The cost for the card is \$5.00, and upon purchase \$2.00 will automatically be credited to the card. The card may be reloaded in the Atrium at the add value machine. The cost for laundry is \$1.25 for a wash, \$1.50 for a super wash and \$1.00 to dry. If there are problems with a machine, you should fill out a Facility Service Request form, providing the machine number and problem at the Atrium Customer Service Desk.

LOBBY AND RECREATION ROOMS: Each community style hall and the Atrium have a lobby with a television and comfortable furniture where you can sit and talk or study. Vending machines with snacks and drinks, as well as gaming equipment, are located in the recreation room in each community style hall. The net proceeds from video games are returned to the Residence Life Program during the academic year and used to provide educational programming. Pianos are available in some areas for residents to use (24 hour courtesy hours apply). Do not move the pianos, as each one has been tuned. The first floors of Baker, Graves and Homan have at least one study room equipped with table and chairs. The lobbies are the center of many of the social and educational programs that occur in each hall.

LOST AND FOUND: If you have lost something, check for it at your hall desk or the Atrium Customer Service Desk. Items in the lost and found are usually held for 30 days. If you find something, turn it in to the Atrium Customer Service Desk or your hall desk. Also check at the University Police Department Office or call 278.8400 for lost items.

MAIL: A mailbox is provided for each resident. All residents are expected to check and empty their mailboxes at least once per week. They are located in each lobby of the community-style halls (Baker,

Graves or Homan) and in the Atrium for residence suites (Aspen, Birch, Cedar, Ponderosa, Sequoia and Sycamore). The mailbox has the same number as your room. Mail should be addressed as follows:

YOUR NAME

HALL AND ROOM NUMBER AND BED ASSIGNMENT

FRESNO, CA 93710

DO NOT USE THE UNIVERSITY COURTYARD BUSINESS ADDRESS, IT WILL DELAY MAIL DELIVERY.

- During check-in you received your mailbox assignment and combination. On the reverse side of the card are operation instructions. If you cannot open your mailbox ask your RA for help. If you are still unable to open it, complete a Facility Service Request form.

- Residence Hall mail is picked up and delivered by the US Post Office carrier to the Atrium Customer Service Desk once a day except on Sunday, US Post Office holidays and December 25-January 1. An outgoing mail receptacle is provided at the mailbox center at the Atrium. UPS, Federal Express and other carriers also deliver packages to the Atrium Customer Service Desk (same dates apply). Mail is usually placed in mailboxes by 4 p.m.

Publicity or other informational material distribution: Will not be placed in resident mailboxes, unless it is first-class mail addressed specifically to the resident or unless the material originates from University Courtyard or University Offices.

Mail forwarding: When you move out of University Courtyard, you must complete a mail forwarding card. For thirty (30) days following your vacancy, only First Class mail will be forwarded to you. If you do not complete a mail forwarding card, all mail will be returned to sender. The U.S. Post Office does not accept change of address forms from individuals living in the residence halls. Packages from UPS, FedEx, etc. will not be forwarded. Packages from these carriers will be returned to sender.

Packages: If a package is too large to fit in your mailbox, a package slip will be left in your mailbox. To claim large envelopes/packages bring your package slip and a photo ID to the Atrium. All packages require a signature and COD will not be accepted by University Courtyard. If express mail or a perishable package has arrived for you, you will be notified by telephone (if a telephone number has been provided), or your RA will be notified and a package slip will be placed in your mailbox. Residents with temporary bed assignments should pick up all mail in the Atrium, including packages. During Thanksgiving/Winter/Spring Recess package pick-up days and times will be posted and included in Housing Happenings.

MAINTENANCE: Residents can request that room, suite or common area items be repaired by completing a Facility Service Request at the Atrium Desk. Examples: ceiling lights, desk lights, heating/air-conditioning repairs, door locks, bathroom repairs. Service requests are picked up by the housing and maintenance staff at least twice daily. Due to the number of residents, maintenance is not available to rearrange furniture or hang pictures. Repairs are usually completed within 48 hours of the request being submitted, and maintenance concerns are addressed Mon.-Fri. between 8 a.m. and 4 p.m. (Exception: During the first two weeks of each semester, repairs may require additional processing time due to the typical volume of requests experienced during that time). Emergency repairs approved by the Facility Coordinator are completed after hours or on weekends. Repairs are prioritized based on health and safety concerns, order of receipt and extensiveness of repair. Repairs made as a result of damage CAUSED BY THE RESIDENT ARE BILLED TO THE RESIDENT.

MICROFRIDGE: One combination microwave/freezer/refrigerator is provided in each suite living room (two if the suite contains more than four residents) and in each bedroom in the community style halls. You may bring an additional fridge (not in excess of 2.5 cubic feet) but not a microwave, as it is a violation of fire/safety codes for residents to install and use their own microwaves.

NEWSPAPERS: Residents subscribing to the Fresno Bee or any other newspaper must pick up their newspaper at the Atrium Customer Service Desk. Newspapers are not delivered to the resident's room. Newspapers are discarded if not picked up within 24 hours of delivery. Residents with subscriptions must pay the newspaper subscription bill and stop service during recesses and at check-outs. Free papers can be obtained in the Atrium.

PARKING: Parking permits are required to park vehicles on campus every day that classes are in session. Permits are on sale at the Cashier's Window in Joyal Administration Building or the Parking office in the basement of the USU (see Schedule of Courses for additional information). Daily Permits may be obtained from the machines located at the various entrances to the campus. Anyone who has

purchased a general parking or daily parking permit may park in designated general lots. Parking is enforced in all campus parking lots. Overnight parking is permitted in Lot G only.

On Thursdays, Fridays or Saturdays during football season the University's Lot G is used by Fresno State Athletics for patrons. On game day, residents may still park in Lot G by showing their parking permit for entrance into the parking lot. A parking attendant will turn you away on game days without your parking permit. Also, if you leave on game day and all parking spots are taken by football patrons, you are not guaranteed a space when you return. Football games end at approximately 10 p.m. (Aug./Sept./Oct.) and 5 p.m. (Nov.).

The first row of Lot G may be chained off for University Catering if an event is scheduled in the UDH. If your car is behind these chains contact University Police at 559.278.8400.

Enforced Parking Hours

Fall and Spring Session Hours	Summer Session Hours
Between 7:00 a.m.-10:00 p.m., M-Th	Between 7:30 a.m.-8:00 p.m M-Th
Between 7:00 a.m.-4:00 p.m., F	Between 7:30 a.m.-2:00 p.m. F

Permit required: \$68 per semester or \$3 per day

PEST CONTROL: If you have a problem with ants, bees, cockroaches etc., fill out a Facility Service Request form at the Atrium Customer Service Desk. Maintenance will spray for them. All residents are required to leave the building for six (6) hours during spray times. All buildings are sprayed two times a year, early August and Winter Recess. Remember- pest control measures are not effective if food is left out in the open or appropriate sanitary levels are not maintained.

QUIET LIVING: Aspen, Homan and Ponderosa are quiet living areas and have been designed to meet the needs of residents who desire to live and study in an environment with pre-established guidelines about noise and quiet. If you are assigned to a quiet living area you are expected to observe the guidelines that have been established.

Quiet hours:

Sunday-Thursday	8 p.m.-7 a.m.
Friday-Saturday	Midnight-7 a.m.

RECYCLING: Recycling containers are available in the junctions of all community style halls and in various locations throughout the Atrium, as well as at multiple locations on campus. Please do not dispose of non-recyclables in the recycling containers.

SWIMMING POOL & OUTDOOR RECREATION AREA: Our outdoor swimming pool is located between Graves and Homan Halls and is exclusively for the use of University Courtyard residents. No lifeguard is on duty during the academic year. The pool is open 10 am to dusk during the early part of fall and the later part of the spring semesters (the pool is not heated). During the summer, a certified lifeguard is on duty. The pool is open and available to summer session residents, as well as summer conference participants of all ages. For your wing exchanges, floor parties or just for fun, you will find BBQ pits, a sand volleyball court and horseshoe pit conveniently located in the University Courtyard complex (between Graves and Homan Hall).

TELEPHONE: Fresno State's Information Technology Services (ITS) is the provider for all telephone service to the residence halls and campus 559.278.7502. You may subscribe for telephone service through ITS by completing the necessary forms and returning them to the ITS information table outside the Atrium August 20-21, 10 a.m.-4 p.m., or in the Atrium Lobby August 22-23, 1-4 p.m. Beginning August 24, you should take the completed forms to the ITS office in the McKee-Fisk building, room 137 (hours 8 a.m. to 5 p.m., Monday through Friday). If you check-in for the first time during the Spring semester, information will be provided in your check-in packet.

VENDING MACHINES: Vending machines are provided in Baker, Graves, Homan and the Atrium. A change machine is located in the Atrium corridor. If a machine takes your money without returning an item, put an "Out of Order" sign on the machine and fill out a Facility Service Request form for repairs. You may request a refund by completing a refund form at the Atrium Customer Service Desk or lower level of the dining hall. A refund will be placed in your mailbox.