



UNIVERSITY

HOUSING SERVICES

Your community.
Your home.
Your journey.



Together
we make
it home.



COMMUNITY LIVING

HANDBOOK

2026-2027

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Letter from the Director of Residential Life

2026-2027

Welcome Home!

University Housing Services is glad that you are here and are excited about the coming year. To make the most out of your college and residential experience, we strongly encourage you to get to know your fellow community members, community council, and housing staff. We also urge you to become involved in the many activities available. Living in a residential community provides opportunities to develop life and career-related skills and to foster newfound friendships. We hope that the coming months will be rich with new discoveries and experiences, increased self-knowledge, good grades, and new friends.

We have prepared this handbook to help you settle into your surroundings as well as remind you of important policies and regulations. It includes information concerning all aspects of University Housing Services and can direct you to other campus resources. Also, keep an eye out for upcoming emails and newsletters designed to share pertinent information with you. Check your MYSJSU account for the most recent updates from us. information!

We are here to encourage your personal growth and development and to assist you in gaining the most from your residential experience. Please feel free to use these resources and call upon us in the University Housing Services Office, located on the 2nd floor of Building B, (408) 795-5600.

Have a great year!

Sincerely,

Kevin Kinney, Director for Residential Life
University Housing Services

UHS Mission Statement

University Housing Services strives to create a residential community that supports and enhances academic success, fosters the learning and development of our students, and promotes student involvement and civic engagement. As a department, our practices promote efficiency, operational effectiveness, and fiscal responsibility.

Educational Priority:

Residents will be able to define their identity, care for themselves holistically, and use their emotional intelligence to take ownership of behavior's impact on their academic wellness, peers, and community.

Learning Goals

- **Self-Discovery:** Spartans will embrace curiosity about themselves and the world and develop a sense of purpose by exploring their interests, values and strengths.
- **Academic Wellness:** Spartans will be able to explore dimensions of academic wellness to maximize their student success.
- **Community Empowerment:** Spartans will be able to thrive in a diverse community through engaging with and advocating for their peers.
- **Creative Problem Solving:** Spartans will have the ability to incorporate emotional intelligence and critical thinking to meet adversity with innovation, thoughtfulness and integrity.
- **Self-Sufficiency:** Spartans will have developed the knowledge and skills necessary to achieve personal independence.

Who's Who in Residential Life

There are members of the University Housing Services staff whose function is to support the Residential Life Program 24 hours a day. A live-in team staffs each residential community. They are the day-to-day contact persons and are one of the keys to the success of the residential environment.

Residential Life Staff

Resident Advisors

In addition to being a role model and a peer educator, Resident Advisors are charged with building relationships through resident engagement with the end goal of assisting residents in building strong relationships, reflecting on academic wellness, and learning about themselves. The role also entails proactivity when it comes to community issues as well as the facilitation of community meetings.

Residential Life Coordinator (RLC)

RLCs are professionals who supervise RAs, oversee the day-to-day functions of their living community and serve in an on-call rotation ensuring the safety and security of our residents. RLCs are the leaders of their respective living communities who work to ensure community development and student success. There are typically 2-3 RLCs per community who have office hours during the day.

Housing Behavioral Case Manager

The Housing Case Manager is a professional staff member who works with residents in a variety of ways and may request to meet with residents to understand how to support and connect them to campus resources. College can bring a lot of different feelings and experiences including adjustment to academics, social life, and living in a new environment. Sometimes it can feel challenging. It is normal to feel stressed and struggle. The Case Manager can assist residents with disability related housing accommodations, religious needs, connection to faculty/academic support, explore other campus resources, or be a space to have someone to talk to and feel heard. The Case Manager can be a wonderful resource to support students with making sense of their time on campus and experience living in the residence halls a little easier and hopefully more enjoyable.

Faculty In Residence (FIR) is a faculty member who lives on campus and interacts with students through activities to build relationships, provide support, and serve as a mentor. Faculty In Residence engage in formal and informal social interactions with residents in the residence hall community, share meals with residents in The Commons, and coordinate monthly academically focused programs in the residence hall community such as mini lectures, workshops, field trips, discussion groups, guest speakers, movie night and informal seminars.

Residential Life Administrative Specialist

The Residential Life Administrative Specialist manages all of the logistics for the Residential Life team. Their role helps organize, provides structure and oversees student employees

Academic Initiatives (AI) staff

Academic Initiatives is a team within UHS that brings together faculty, students, and staff and acts as a bridge builder between academic and residential life. AI focuses on providing academic support for residents, campus, and community collaboration, and connecting and providing resources for student development and academic success.

Peer Academic Success Coaches (PASC's)

The Peer Academic Success Coach is assigned to the residential community of first-year students, including the students in the Theme Communities, or the continuing students to provide academic advising resources, holistic and ongoing support to first-year students as they navigate college life and works with all students in establishing and achieving academic goals while becoming engaged on campus.

Community Desk Program Assistants (CDAs)

The main purpose of the Community Desk Program is to provide residential students with customer service and support resources to aid their success in their residential community. Services range from lockout support, general campus inquiries, resource guidance, equipment checkout, etc.

UHS Student Conduct Process

The University Housing Services Student Conduct Process endeavors to maintain University Housing Services standards by helping residents to understand their responsibility for maintaining their residential community. The University Housing Services student conduct process collaborates with the University Student Conduct process facilitated by the Office of Student Conduct and Ethical Development. The purpose of the Office of Student Conduct and Ethical Development is to administer the Student Conduct Code in a manner that is consistent with the University's core values of fairness, honesty, and integrity.

If residents are alleged to have violated a term of this License Agreement that is also a violation of the Student Conduct Code, their case will be adjudicated by the Office of Student Conduct and Ethical Development or University Housing Services. Residents may view the Student Conduct Code and Student Conduct process at:

<http://www.sjsu.edu/studentconduct/policies/>

If residents are alleged to have violated a term of this License Agreement that is not a violation of the student conduct code, the following will occur:

The Residential Life Staff will document the incident. Residents will then be required to meet with a UHS Conduct Officer(s) or the Student Conduct Review Board. Communication for a conduct meeting will occur through email. It is residents' responsibility to check their email and respond regarding their conduct meeting and all other student conduct matters in a timely manner. Residents must be available when the conduct meeting is scheduled or follow up with the assigned Conduct Officer(s) to reschedule. Should the resident choose not to attend their scheduled conduct meeting, the Conduct Officer(s) **will only consider whatever written material has been provided and a decision will be made without their input. Furthermore,**

residents waive their right to request a review. After an investigation, the Conduct Officer(s) will determine responsibility for the violation(s), if any, based on all available evidence. If found responsible in the University Housing Services student conduct system, the Conduct Officer(s) may impose one or more of the sanctions listed below, as well as additional educational sanctions which may be appropriate. Within five working days of the time of the decision, residents will be notified in writing regarding the outcome of their conduct meeting via email.

The University Housing Services sanctions may include one or more of the following outcomes:

1. A written or verbal warning detailing the liability for continued or repeated violations.
2. Issuance of an educational sanction. If residents choose not to complete the sanction, further action will be taken, including additional sanctions and a hold placed on their student record.
3. A written letter of probation stating that any further violation may lead to revocation of the Housing License Agreement.
4. Administrative relocation within the housing community.
5. A written letter of revocation of the Housing License Agreement for violations enumerated in the letter. Revocation of the Housing License Agreement means that residents must move out of their campus residence on the date specified. Residents are not allowed to return for a minimum of one year. Also, residents are not allowed to return as a guest to any of the facilities. **Residents will still be responsible for the full amount owed in their Housing License Agreement for the academic year (or entire spring semester if new spring resident).**

Failure to complete sanctions may result in further student conduct actions including, but not limited to, university record holds, additional sanctions, and revocation of the Housing License Agreement.

Review

If the accused resident is not in agreement with the decision made by a University Housing Services Conduct Officer(s), and has just cause as listed below, the resident may request a review of the decision. A written letter requesting a review must be submitted to the UHS Associate/Assistant Director (or their designee) within three (3) days after the date of the original sanction letter. Residents must write and submit the request for a review on their own behalf. Requests for review written and submitted by an attorney will not be accepted.

The resident will be granted a review meeting based upon meeting the criteria of at least one of the following:

1. New relevant information.
2. Procedural rights violation.
3. Sanction dissimilar with similar cases.
4. Bias on the part of the Conduct Officer(s).

It is further recommended that the resident adhere to the following guidelines prior to requesting a review of their case:

1. A listing of the incident(s) in question.
2. The reason the resident is requesting a review (see above).
3. Explanations of the circumstances the resident believes substantiate the reason for the review.
4. Information and people who could corroborate their reason for the review. In addition, resident should attach any written documentation to this form that corroborates their reason for requesting a review and sign the acknowledgement. If resident has any questions about the review process, they should contact the UHS Assistant Director for Residential Life or their Residential Life Coordinator.

If a review meeting is granted, the resident will have an opportunity to state the reason for the review and provide detailed information that supports the review request. The resident may have one non-lawyer individual present at the review meeting who acts as advisor. The resident may consult with the advisor during the review meeting; however, this individual may not speak for the resident during the review meeting.

Living and Learning in a Residential Community

University Housing Services (UHS) exists as an integral part of the educational program and academic services of San José State University. Inherent in the operation of UHS is the creation and support of an atmosphere that is conducive to living and learning for all residents. UHS promotes the academic mission of the University and strives to develop a sense of community among students, faculty and staff.

Living in an on-campus community has many advantages. Not only are you just minutes from your classes and administrative offices, but you are beginning the process of an education outside of the classroom. You will be living with a group of diverse individuals with a common goal: to become a graduate of San José State University.

UHS offers programs and services targeted at strengthening the interpersonal skills of students by exposing them to various lifestyles and cultural heritages. In attempting to maintain a well-rounded approach to education, our programs are also aimed at supporting the educational goals of our residents while providing growth and development opportunities. In addition, as noted in the Annual Student Housing License Agreement Booklet, UHS has reasonable expectations regarding safety and community standards in place to ensure a positive learning experience for all our residents.

Your opportunity to be an integral member of this residential community awaits you!

At the front desk you may check out recreational equipment such as pool sticks & balls, ping pong equipment, and more. For a complete listing, please go to your front desk. These desks are staffed by students who can answer many of your questions. So please stop by and say hi!

Ways to Get Involved

Student Involvement, Campus Engagement/Collaborations

Residence Hall Association (RHA)

RHA is the governing body for all residents. Every resident is a member of RHA and is encouraged to attend the biweekly meetings on Tuesdays in The Commons. RHA's purpose is to enhance residents' experiences by providing social and educational programs as well as serve as a liaison between University Housing Services and residents. RHA plans Welcome Week events and sponsors programs throughout the year. Six officers and one advisor comprise the Executive Board. Regular elections are held in the spring. RHA also has other involvement opportunities in its many committees. Students who participate in RHA have the opportunity to attend regional and national conferences to exchange ideas with student leaders at other campuses. For more information, please contact a RHA Executive Board member. You may find contact information and much more information about RHA at www.sjsurha.com. Look for minutes, agendas, meeting times and locations at this website as well!

Resident Advisors

As a Resident Advisor, you serve as an advisor, group leader, and role model to students. The position offers students the opportunity to become stronger leaders, meet new people, further develop their communication skills, and learn more about themselves and others. The selection process begins in October of each year. There are academic qualifications that must be met as well as, leadership experience, experience working and living with diverse groups of people, and a flexible schedule. Remuneration may include a housing space, meal plan, internet, and priority registration.

For more information, please call UHS at 408-795-5600 or go to www.housing.sjsu.edu and click on student resources.

Job Information

Living and working on campus is convenient and flexible and provides a crucial link to campus life. Many departments on campus will advertise for student workers during the first few weeks of each semester through the Career Center, the Spartan Daily, flyers and posters around campus. Working on campus is a great environment to gain valuable skills and work experience.

[SJSU Handshake](#) is a password-protected online jobs database managed by the [SJSU Career Center](#) and is free for employers, current iSchool students and Career Center Alumni members (recent alumni retain access for one year after graduation).

Get started personalizing your [Handshake profile](#) and begin searching for full-time and part-time jobs. <https://ischool.sjsu.edu/sjsu-handshake>

Work-Study Jobs

You must be awarded College Work Study as part of your Financial Aid package in order to accept a work-study position. This will be listed on your award letter if you are eligible. Listings of current work-study job openings are available at the Financial Aid Office (Student Services

Building). If one appeals to you, you will be referred to that department with a "clearance card" that identifies you as a work-study recipient. Go to the department and arrange for an interview. Many departments are willing to train you if you are motivated to learn. Housing offers front desk office assistant positions as a work study job. Please see your Residence Life Coordinator if you are interested in working at the front desk of your hall.

Student Assistant Jobs

Student Assistant positions are listed in the Career Center. These positions do not require awards of any type. Most often, you just have to be a full-time student. Just show your ID card at the reception area and you will be able to view the jobs listed on the bulletin boards.

Jobs in Your Own Backyard

UHS and The Commons employ numerous student workers. Jobs include Community Desk Assistants, Resident Advisors, Theme Community Resident Advisors, Conference Assistants, Peer Academic Success Coaches, Student Administrative Assistant, student employees within the UHS office and student workers in The Commons. Watch your bulletin boards for information about these and other positions available throughout the year and feel free to ask current employees, including your Residential Life Coordinator, about potential job openings.

Building Facilities

Your room or apartment is your home for the next 10 – 12 months. One of the major goals of the UHS staff is to maintain the condition of the rooms/apartments so that it feels as much like a home to you as possible. Our desire is that when you leave at the end of your stay with us, the room or apartment is in the same condition that it was in when you arrived.

After move in, you will be notified when you can log into the housing portal to complete your Room or Apartment Inventory Sheet. This sheet must be filled out thoroughly and precisely. The form will also be used to execute your check-out when you move out. The check-out condition of the room/apartment will be matched against the information provided from you at check-in. Damages found upon check-out that are not listed on the inventory sheet from check-in will be charged to the occupants of the space evenly, if responsibility cannot be attributed to a specific resident.

You will be provided with a two-week period to complete the Room or Apartment Inventory Sheet. If you do not complete the form before the deadline, you are accepting the condition of your room/apartment. Email notifications will be sent and flyers posted when you are able to log into the housing portal and complete your inventory form.

You are encouraged to arrange and decorate your space but remember that you are responsible for the contents and the condition of your room, along with returning all furniture to its original placement upon check out. To avoid damage charges, remember the following:

1. No painting, alterations, or redecoration is allowed in any room/apartment/suite. Do not mount contact paper, stickers, or plywood on walls, doors, ceilings or furniture. Be aware that glue, staples, nails, and tape can cause damage to walls and ceilings. Due to the risk of fire, please do not hang items or decorations in the hallways or unit door.

2. Each bedspace is furnished with a chair, desk, dresser, closet/wardrobe, and bed.. In addition, rooms in Washburn and Joe West Halls have bookshelves, mirrors, a trash can, and a recycle bin. Rooms in Campus Village have a desk hutch, mobile file, and one trash can, and one recycle bin in the common area space. Please note that these items must remain in your room and may not be removed. Triple rooms in all buildings have a wardrobe for the 3rd person along with a safety rail and ladder.
3. You are responsible for providing your own blankets, towels, bedspread, pillow, task lighting/lamp, extra-long twin sheets, and pillowcases. You can bring a stereo, radio, television, computer, etc. Electrical cooking appliances (except microwaves) are not allowed in student rooms. You are also strongly encouraged to have a flashlight available in your room/apartment in case of emergency.
4. You are expected to maintain your room/apartment in good condition and will be held financially responsible for any damages incurred beyond normal wear and tear. It is important that you accurately complete the Room/Apartment Inventory Sheet at the time of check-in. Remember, study room, recreation room, and formal lounge furnishings may not be moved within the building or taken from the building. Removing such items is a violation of UHS policy. Air conditioning is available in the Washburn hall and Campus Village; please keep windows closed when the air conditioning is in use to conserve energy.
5. While UL rated surge protector extension cords are permitted, household extension cords (e.g., multi-plug adapters or zip household extension cords) are not allowed because they pose a fire hazard.

Bathrooms

Each wing in Washburn, Joe West, I-House, and CV2 residence hall has its own bathroom with shower areas. Spartan Village on the Paseo has 1-2 bathrooms in each unit, depending on the occupancy type. Residents must provide their own toiletries. Common area restrooms receive a basic cleaning once each day with a detailed cleaning once per week. When a bathroom is being cleaned, there is no entry to that bathroom. Strong institutional-grade chemicals are used to clean bathrooms. Bathrooms may not be used for any reason during the cleaning process. Residents are required to use another bathroom when these chemicals are used. Sneaking a quick shower or flushing away the chemicals does not allow for proper cleaning and could result in injury. In the Suites, each unit has 2 bathrooms and shower areas per unit and the Apartments each have 1-2 bathroom areas depending on the type of occupancy. SVP has a bathroom per room and all residents are responsible for cleaning and maintaining bathrooms within their own suite or apartment.

Bike Enclosures

Bike enclosures are provided for resident use and are located outside of Joe West Hall, outside of CV2 and in the Campus Village Parking Garage. Residents interested in using the enclosures should complete a registration form in the Housing office. **Please note that spaces are limited!**

Custodial Services

Custodians work with you to help keep the common areas of our buildings clean. They are responsible for cleaning building lobbies, communal restrooms, hallways, formal lounges, recreation rooms, study rooms, meeting rooms, community kitchens, and laundry rooms. Please keep these areas clear of personal items during cleaning time.

Kitchens

All the Classics, Suites, I-House, Spartan Village on the Paseo and CV2 residence halls have community kitchens. Hours and guidelines for use of the kitchen are determined by UHS. The custodial staff is only responsible for emptying trash and mopping the floor. All other cleaning needs of the community kitchen are the responsibility of residents using the kitchen.

Maintenance and Repairs

To initiate a facilities request, go to sjsu.edu/housing and click on “Facilities and Maintenance” at the top of the UHS web page and select “Facilities Requests.” Next, choose “Maintenance Request” and submit your request. For maintenance emergencies (such as an overflowing toilet or a door that doesn't lock) which occur during business hours, Monday through Friday from 8:00 a.m. - 5:00 p.m., contact the main campus facilities Work Control at (408) 924-1990. For maintenance emergencies which occur outside of business hours and on weekends, please contact the Resident Advisor on duty who can request emergency facilities assistance. For laundry repairs, please refer to the posted signs in the laundry room.

Parking

There are a limited number of parking spaces available in the underground Campus Village Parking Garage available to all residents. To request a parking permit, please email the Housing office at uhs-frontdesk@sjsu.edu. The monthly fee for a parking space at Campus Village is \$100.00 for a standard permit and \$20.00 for a motorcycle permit. Parking information for Spartan Village on the Paseo and I-House will be available in the Fall.

All Residents may also park in the South Garage with an “H” parking permit purchased through [SJSU Parking & Transportation Services](#). **“H” Permits subject to availability.**

Please note that any vehicle parked in the Campus Village Parking Garage without an authorized permit will be ticketed and towed at the owner's expense.

Trash and Recycling

Residents are provided trash and recyclable containers in each room/unit and are responsible for disposing of their trash and recyclables in the receptacles provided. In the I-House and in Washburn Hall, residents are required to dispose of their trash and recyclables outside of the building in the containers provided. In Joe West Hall, residents are required to dispose of their trash in the containers provided on each floor. Residents in the Suites, CV2, Spartan Village on the Paseo and the Apartments are required to dispose of their trash and recyclables in the receptacles provided in the trash rooms of each floor for the building that they live in. Removal of any receptacles in the trash room is a policy violation.

Safety and Security

Living on campus does not exempt San José State students from threats to their personal safety. Therefore, students should use precautionary measures to minimize existing dangers and hazards in the environment. Although living with constant fear is unnecessary and unhealthy, students should be aware of safeguards which deter possible victimization. Here are a few basic suggestions:

1. ***Always*** keep the door of your room or apartment locked, even if you are sleeping or going down the hall. Remember to always carry your keys and access card with you to avoid being locked out.
2. Unsecured bicycles invite theft. Purchase a bike lock and secure your bike in an appropriate place.
3. Identify expensive and/or important belongings with a type of permanent identification such as a metal engraver.
4. Rely on your neighbors and have them rely on you to be alert to suspicious persons and/or unusual events.
5. Keep your access cards/keys with you at all times. Do not lend access cards/keys to others.
6. The placement of any furniture including beds in front of windows is strictly prohibited. Blocking window egress is a violation of University Housing Policy.
7. Do not prop doors or let unfamiliar people into the entrances of your building.
8. Be alert and aware of your surroundings. Report any safety/security concerns to the appropriate authority.

The University Police Department has more useful safety information at:

<http://www.sjsu.edu/police/>.

Blue Light Emergency Phones

Blue Light emergency telephones are located in a number of places near the residence halls, apartments and throughout the campus. Note where they are and use them if you think you are in trouble or see any suspicious activity. These phones will directly connect you to the University Police Department in seconds. They can also be used to request an escort if you are feeling unsafe walking on campus.

Public Access to Buildings

Non-residents do not have access into any housing facility unless a resident escorts them. The exterior doors of all the halls are locked 24 hours a day. Visitors may contact a resident by calling from their own cell phones or house phones that are located near the front and rear entrances of every hall. ***Residents are responsible for their guests' behavior at all times during their visit***

and must sign in their guests at the Hall and Apartment Desks at all times. Visitors are only permitted to enter a building with the escort of the host and must be escorted at all times. Entrance by any other means is not permitted. Uninvited guests are not welcome in the residence halls. Permitting uninvited guests into these areas is in violation of UHS security policies. You can help maintain security by calling your RLC, RA or University Police at 4-2222 if you see any suspicious individuals loitering in the area. You can also help to secure your apartment/hall by keeping the doors locked and by refusing to open the door to non-residents. Please close doors that you see are propped open. ***Keep your door locked at all times***, even if you are stepping out for a few minutes, taking a nap or studying. If you lose your access card or key, contact UHS staff immediately. You put yourself and your roommate(s) in jeopardy if you keep your door unlocked because of lost access cards/keys.

Key Information/Lockouts

Access cards/keys are given to residents when they check into their halls/apartments. Please note that your Tower Card is your access card. Students are urged to exercise extreme caution in safeguarding their Tower Cards/keys; carry your Tower Card/keys with you at all times. The first lock-out is complimentary; for the subsequent lock-outs the residents account will be billed as follows: second will cost \$15.00; third will cost \$30.00, the fourth and subsequent will cost \$60.00. Additionally, on the fourth lock-out the incident will be documented, and the resident will be referred to the Residential Life Coordinator for conduct action.

If you get locked out of your room or if you lose your access card/hard key:

Staff are expected to complete either process within a reasonable period of time, however, we ask that you be patient with our staff as this process has a lot of moving parts. In addition, the Front Desk staff will have to validate your residency before they can support you or allow you to enter any of our spaces. Please have your Tower Card or SJSU ID number ready as you begin approaching the desk. Below is a guide on which building to go to in case of a Lockout or Lost Replacement Key (LRK). Please note Lockout/LRK services are only available at these two locations.

If you live in...	Please go visit..
CVA	CVB-Central
CVB	CVB-Central
CVC	CV2-Courtesy Desk
CV2	CV2 Courtesy Desk
Joe West	CV2 Courtesy Desk
Washburn	CV2 Courtesy Desk
I-House	Front Desk
Spartan Village on the Paseo	Front Desk

Please review the community desks/community desk signage for specifics on community desk hours of operation.

How are lockouts services conducted?

If a resident (CVA Staff/Faculty residents includes other authorized residents such as a roommate, child, spouse or partner) forgets their access card/hard key and is unable to enter their room, the front desk staff will issue a temporary key to the resident. The resident will then have a 2-hour window to return to their room, let themselves in, get their key, and return the temporary key back to the desk.

How are Lost Replacement Keys (LRK) services conducted?

If a resident (CVA Staff/Faculty residents includes other authorized residents such as a roommate, child, spouse or partner) loses their hard key/access card and is unable to enter their room, the front desk staff will issue a temporary key to the resident. In addition to that, residents will be responsible for filling out the Lost Key Replacement (LKR) Docusign to get a new key from UHS (a QR Code will be provided at the desk) and will be subject to a charge, \$25 for an access card and/or \$75 for a hard key. The resident's temporary access card or spare hard key will have a time frame of 3 days so the resident can access their room while UHS creates a new key for them. Residents will then be notified when the new key is ready and may pick it up at the UHS Main Office on the second floor of CVB and must return the temporary key back to the desk it was issued to avoid any additional charges.

What happens if I fail to return a temporary access card or spare hard key within the time I receive it?

If a resident does not return the temporary access card or spare hard key within the time frame specified, they will be subjected to a replacement fee of \$25 for an access card and/or \$75 for a hard key.

Will I ever get charged for a lockout/LRK? and if so when will I see my billing?

The first lock out is complimentary; for the subsequent lockouts, the second will cost \$15.00, the third will cost \$30.00, and the fourth and subsequent lockouts within the academic year will cost \$60.00. Additionally, on the fourth lock out the incident will be documented, and the resident will be referred to the student conduct process for adjudication.

Staff are expected to respond in a reasonable amount of time; however, lockouts are rarely emergencies, and you may need to wait. Any lost key should be reported immediately so that your lock can be changed and you can be issued a new key. Room locks are typically re-cored within two business days and access cards are replaced within 1-2 hours of notification during normal business hours.

Charges: \$75.00 for lost room key (includes re-coring lock)
 \$25.00 for lost access card

Emergencies

Please note evacuation procedures on the back of your **room or apartment door**. If they are missing or illegible, see your RLC immediately for replacement.

In Case of Fire:

If you cannot safely extinguish the fire:

1. Evacuate the area.
2. Close all doors as you leave - take your access card and key.
3. Do not use any elevators.
4. Call 911.

For fire inside your room:

1. Call 911.
2. Give your exact location.
3. Tell them what is burning.
4. Activate Fire Alarm (if in the residential community).

For fire outside your room:

1. Feel the door - **If it is hot, DO NOT Open It** (Student room doors have a two-hour burn capacity).
2. Call 911 and give them your exact location.
3. Seal the bottom of your door with cloth material wet if possible to keep smoke out.
4. Retreat. Close as many doors between you and the fire as possible.

If the door is not hot, open it cautiously:

1. If there is smoke present - stay low.
2. Walk or crawl to the closest Exit.
3. Do not use any elevators.
4. Call 911.

Take any medication with you, as you might be outside for a while. Once you have evacuated, please see a UHS staff member for additional information. Do not re-enter the building unless you are instructed to do so by a UHS staff member.

Please Note: Fire alarms have clear plastic covers over them that must be lifted up prior to pulling down the red handle on the fire alarm pull-station.

In Case of Earthquake:

If you are in a building when the earthquake begins:

1. "Duck and cover" under a desk or table.
2. Move away from exterior wall windows, overhead lights, etc.
3. Wait at least two minutes after shaking stops before leaving a building.
4. Help disabled persons evacuate the building.

If you are outside when the earthquake begins, move to a clear area well away from structures or overhead hazards such as trees, power lines, or glass. Follow instructions of UHS staff, University Police, and other Emergency Team members. Tune to radio station **KSJS 90.7 FM** for campus information.

Building Evacuation

Always evacuate the building when the fire alarm or smoke detector sounds. Failure to do so will be in violation of the license agreement and state laws and could cause you physical harm.

1. Leave through the nearest safe exit when you hear the building emergency alarm (fire alarm) or if you are told to do so by University Police, Fire Department staff or UHS staff.
2. Take keys, wallets, prescription medicines, glasses, warm clothes and other essential personal belongings with you in case this building cannot be reentered immediately.
3. Move at least 150 feet away from all structures. Meet in your specified location. If you do not know your location, please see your RA.
4. Use the stairs. Stairwells are safe, temporary havens for the injured or the disabled.
5. Do not use elevators - in case of fire or earthquake, many elevators stop in place and you may be trapped.

Preparedness

You are strongly encouraged to maintain a **bag of emergency supplies** in your room. Supplies should include items such as water, food, flashlight, portable radio, extra batteries, extra eyeglasses, prescription medicine, warm clothes and first aid kit. Please make yourself familiar with these emergency procedures.

Staff Duty

A student staff member is on duty each day to assist with any questions/concerns that may arise. Duty hours are 5:00 p.m. – 8:00 a.m. (Sunday - Thursday) and 5:00 p.m. – 5:00 p.m. (Friday & Saturday). During the hours of 8:00 a.m. – 5:00 p.m. (Monday - Friday), please contact the University Housing Service office for assistance at 408-795-5600.

Counseling Services

Many students may be experiencing anxiety or concern regarding their safety, especially in light of recent world events. While Residential Life staff is available to assist students with their concerns, some students may prefer to meet with a Counselor. Professionally trained staff members are available at SJSU's Counseling Services to help. Services are confidential and free to currently enrolled students. Contact Counseling & Psychological Services (CAPS) at (408) 924-5910 or stop by their office on the third floor of the Student Wellness Center. In the event of a crisis outside of office hours, a crisis counselor can be reached by phone by dialing the number for CAPS followed by the number 4 when prompted.

Medical Services

Students may receive many medical services including X-rays, stitches, or physical therapy for a very low cost at the Student Wellness Center for free or for a very minimal fee. Both scheduled and walk-in appointments are possible. To schedule such an appointment, you can call (408) 924-6122. After hours, students may call an advice nurse for free at 1-866-935-6347.

Community & Personal Responsibility Statement

A community refers to a group of people sharing a common purpose:

- who are interdependent for the fulfillment of certain needs,
- who live in close proximity and interact on a regular basis,
- who share in defining expectations for all members of the group,
- who assume responsibility for meeting these expectations, and
- who are respectful and considerate of the individuality of other persons within the community.

You are expected to maintain a high level of maturity, responsibility, and use of common sense regarding your conduct in the residential community and at the University. You are responsible for understanding the policies, rules and regulations that govern the University and the housing community. A copy of the SJSU Student's Rights and Responsibility is available at the Vice President of Student Affairs Office or through the web at:

<http://www.sjsu.edu/studentconduct/docs/Student%20Conduct%20Code%202013.pdf>

For University Housing Services policies, you should print a copy of the Housing License and the Community Living Handbook from www.housing.sjsu.edu. The campus catalog and schedule of classes also outline important campus policies.

You are expected to cooperate with the staff. If you are concerned about a staff member's actions, or inappropriate behavior, you should talk to the staff member and the person's supervisor, if necessary, to clear up any misunderstandings. Concerns about policies, rules and regulations should be discussed with RAs, RLCs, or UHS staff. With many residents living and sharing in relatively confined area, cooperation, flexibility, and respect are the keys to maintaining a positive community.

UHS Policies and Regulations

Described below are the Policies and Regulations, which govern all University Housing Services occupants. By completing and electronically signing the Annual Housing License Agreement, residents agree to all of these provisions. Applicants should read these provisions carefully before submitting a completed License Agreement.

Inappropriate conduct by students is subject to referral to the student conduct process on the San Jose State University campus. The Office of Student Conduct and Ethical Development coordinates this process and establishes standards and procedures in accordance with regulations contained in Sections 41301 through 41304 of Title 5, California Code of Regulations. A copy of these regulations can be found in the current edition of the San Jose State University General Catalog. All violations of the Terms and Conditions or Policies and Regulations below are subject to review by the Office of Student Conduct and Ethical Development for violation of 41301 through 41304, as well as grounds for eviction from University Housing Services Facilities. Conduct that is in violation of the law will be referred to University Police for investigation, if warranted.

Access to University Housing Facilities & Keys

- a) Residents are required to carry SJSU ID card, affixed with appropriate building sticker (denoting residence) at all times and must present to staff when entering any UHS residential building.
- b) Residents are responsible for all keys and access cards issued to them and must carry their keys and access cards at all times.
- c) Residents must report lost or stolen keys or access cards immediately to the Residential Life Coordinator or UHS Housing main office. New keys/access cards will be issued (\$25.00 fee for access card and \$75.00 fee for key) and the lost access card will be deactivated. Lost keys can usually be replaced within two business days. Lost access cards will be replaced within 1-2 hours of notification, if reported to the UHS office during business hours (Monday to Friday 8:00 am to 5:00 pm). Access Cards reported lost after business hours will be replaced the following business day. Some residents use their Tower card as their building/room access card. If Tower cards are lost during business hours, residents should go directly to the Bursar's office for a replacement. Residents who report a lost Tower/access card to the Housing office will have their card deactivated, and a temporary access card, valid for five days only will be issued and resident will be charged \$25.00 for a lost card. Residents must then visit the Bursar's office to purchase a new Tower card. Residents who have lost their access card or key and require housing staff to give them immediate access to their room or apartment will also be subject to a lock out fee according to the lock out fee policy.
- d) Residents are responsible for any damage to their key and/or access card if it stops working.
- e) Resident's access card and key are for their use only. Under no circumstances are access cards or keys permitted to be duplicated or loaned to other individuals.
- f) Residents may not add/or change any locks to their apartment, suite or bedroom.
- g) Residents may not hold gates or doors open for unknown people. All residents have a key and an access card.
- h) Residents may not prop open any door or gate. Anyone who is caught doing so may have their License Agreement revoked and will receive no refund of fees.
- i) Residents must keep the apartment, suite, and bedroom doors locked at all times.
- j) Residents should report all suspicious persons or activities to the University Police Department immediately at (408) 924-2222.
- k) Residents should use the door viewer to see who is there before opening the door.
- l) Residents may not enter their assigned room prior to being issued a key and/or access card. Upon check-out, all appropriate keys must be returned to University Housing Services.

m) Residents may only use the UHS space assigned to them. UHS reserves the right to assign vacant space as needed.

Accountability

Each resident is viewed as a responsible person who will be held accountable for their actions, and the actions of their guests. Residents will be held accountable for their behavior and that of their guests when in violation of the policies and regulations governing University Housing Services facilities. When misconduct is reported, every incident will receive due process in accordance with campus policy as well as federal, state, and local law, following the appropriate course of action as determined by University Police and Campus Administration. Be advised, incident investigation requires adequate time for completion before any action can be taken. Intentionally giving false information to any designated University official or to the University is prohibited. Such behavior will be referred to the UHS judicial system and/or the Office of Student Conduct and Ethical Development.

Alcohol

California state law prohibits alcoholic beverages from being sold, furnished or given to any person under the age of 21.

- a) A resident who is at least 21 years of age and elects to consume alcohol in University Housing may do so only if all those present in the room are over 21 years of age, including all roommates. CVA Residents – this excludes minors who are resident's dependents.
- b) If at least one resident of a suite, room, or apartment is under 21 years of age, no alcohol is permitted in the common areas of that apartment, suite, or room. Alcohol may only be consumed or stored in the bedroom if all residents in that room are 21 years of age or older.
- c) Residents who are 21 years of age or older, may not provide alcohol to persons under 21 years of age at any time.
- d) If all residents occupying a room, apartment, or suite are over 21 years of age, alcohol is permitted in the living space.
- e) No possession, transportation (in plain view) or consumption of open containers of alcoholic beverages is permitted in building common or public areas by any person, regardless of age.
- f) Residents of University Housing may transport unopened alcoholic beverage containers to their apartment or bedroom in a concealed bag.
- g) Kegs or other "common source" containers such as party balls or beverage coolers used as mixing units are not permitted in the residence halls.
- h) Empty alcohol beverage containers must be disposed of and may not be kept in the room, even as decorations regardless of the age of the residents occupying the unit.

Any alcohol found that violates the SJSU alcohol policy, regardless of the age of the owner, must be disposed of under the supervision of a University Housing staff member.

Please note that residents found in violation of alcohol policies are subject to criminal prosecution as well as University disciplinary proceedings through the Office of Student Conduct & Ethical Development. These policies exclude minors who are dependents of licensed residents of CVA and are authorized as “additional residents” by University Housing Services.

Appliances

UHS facilities have limits on their electrical systems. Overloading the circuits can result in tripped circuit breakers and present a fire hazard. The following guidelines apply to the use of electrical apparatus:

- a) Items with exposed heating elements are prohibited. This includes, but is not limited to, space heaters, sun lamps, immersion heaters, and hot plates. Microwaves are allowed, but the wattage must not exceed 900 watts.
- b) Refrigerators for private bedrooms are permitted, provided they do not exceed 4.4 total cubic feet.
- c) Appliances such as stereos, radios, desk lamps, computers, TV's, DVD players, sealed-component coffee makers, hair dryers, other electrical hair implements, answering machines, and electric blankets are permitted. In the CVA and CVB Apartments, cooking appliances such as crock pots, toasters, toaster ovens, rice steamers, electric grills, and electric frying pans are permitted. These appliances must not overload the system. These appliances must be directly attached to grounded outlets.
- d) In the classics, CVC Suites and CV2, cooking is limited to the general kitchen or kitchenette area and is not permitted in the bedroom. Cooking appliances such as crock pots, toasters and rice steamers are permitted. These appliances must not overload the system. These appliances must be directly attached to grounded outlets.
- e) Privately owned air conditioners are not permitted.
- f) Fans are not allowed in windows and should never be used unless a resident is present.
- g) International appliances should use electrical converters.
- h) Irons must be used with ironing boards only and should never be left unattended.
- i) Stereo equipment and speakers are expected to be of a size and power that are appropriate for high-density community living.

Any damage caused by personal appliances or misuse is the financial responsibility of the resident, including damage of any kind (fire, water, etc.) to the facility and/or other residents' personal belongings. Violations of these guidelines may result in immediate license revocation. It is suggested that Licensee obtain and maintain throughout the term of the license a policy of

insurance from a recognized insurance firm, covering Licensee's liability and personal property damage.

Assignment and Subletting

Resident shall not assign this License Agreement or any interest herein or sublet, license, grant any concession or otherwise give permission to anyone to use or occupy all or any part of the Premises. Any attempted assignment, subletting, license or concession agreement without UHS written consent shall be void and confer no rights upon any third party.

Graduate students who have licensed to occupy an entire apartment may be authorized, if approved in writing by UHS, to allow other occupants to reside in their apartment by completing and submitting an "Additional Occupant Addendum". All occupants aged 18 and older will also be required to sign the License Agreement.

Bathroom

Restrooms in common areas that are designated either male or female may only be used by that gender, recognizing that transgender residents will use the bathroom that aligns closest with their gender identity. Some restrooms are designated as gender neutral bathrooms which any resident or guest may use. It is an expectation that each resident assists in maintaining sanitary bathroom conditions. Residents may not enter bathrooms when they are closed for cleaning and/or repairs.

Bedbugs

UHS has no knowledge of any bedbugs in the rooms or apartments. Accordingly, if a room or apartment or any portion therein is infested with bedbugs during the term of this license and any extension thereof, whereby written agreement or operation of law, said bedbug infestation will be presumed to be the fault of the resident or the guests of the resident. UHS will undertake eradication to the room or apartment, including the appliances and fixtures, at the resident's sole cost and expense. In the event of any bedbug infestation, the resident shall be responsible for all bedbug eradication with respect to their personal property in the apartments, suite or room. Finally, the resident shall also be responsible for the full cost of any bedbug eradication to related infested common areas or related infestations of other apartments, suites or rooms.

It is our goal to maintain the highest quality living environment for our Residents. Residents have an important role in preventing and controlling bed bugs.

Bed bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about ¼ of an inch in length. Their color can vary from red and brown to copper colored. Young bed bugs are very small. Their bodies are about 1/16th of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and become bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals. Bed bugs can be hard to find and identify because they are tiny and try to stay hidden.

Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days. Bed bugs can survive for months without feeding.

Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all.

Common signs and symptoms of a possible bed bug infestation:

- Small red to reddish brown fecal spots on mattresses, box springs, bed frames, linens, upholstery, or walls.
- Molted bed bug skins, white sticky eggs, or empty eggshells.
- Very heavily infested areas may have a characteristically sweet odor.
- Red itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

For more information, see the internet websites of the United States Environmental Protection Agency and the National Pest Management Association.

Bicycles, Skateboards, Scooters Rollerblades and hover boards

Bike racks are provided on the outside patio for Washburn, and exterior of Joe West Halls. Campus Village outside bike racks are located outside of CVB on the north and south courtyard and CV2 courtyard areas. Bike cages for Campus Village residents are located in the parking level 1 and 2. Bike cage for CV2 residents is located outside on the southeast side of the main entrance.

Bikes may not be parked on the sidewalks, at the entrance to any buildings, nor should they be locked to stairwells, trees, or handrails.

Bikes should not be placed in bathrooms, study rooms or other public areas.

Bikes parked illegally may be impounded by the University Police Department.

Bikes, skateboards, scooters, hover boards or rollerblades may not be ridden in the buildings.

UHS discourages residents from bringing or keeping bikes in rooms/suites and encourages residents to lock their bikes at designated locations. If residents do bring these items into the building, they will be held responsible for any damages and charged appropriately. Roommate's permission must be obtained in order to store bicycle in apartment common areas.

Residents may not put hooks on their ceiling or walls to hang their bicycle.

Bikes will be tagged for impounding 18 days after the designated check out date. If bikes are not claimed by then, or arrangements made with UHS to claim at a later date, they will be removed and impounded by the University Police Department.

Electric and Gas-powered vehicles are not permitted to be stored in residents' rooms. Students with disabilities who require scooters must submit a written authorization from the Disability Resource Center.

Only Campus Village residents may request access into the locked bicycle enclosures in the parking level 1 and 2 of the Campus Village parking garage. Residents of CV2 may request access to the exterior enclosure of CV2. For access to these enclosures, residents must go to the UHS Housing main office and fill out a "Bike Enclosure Registration Form." Access to these enclosures will be added to their room access card.

Bicycles must leave with residents when they move out of their building. Any bicycles left on UHS's property bicycle racks, after move out, will be turned over to UPD. Any partial bicycle frames or parts will be thrown out. University Housing Services will not store any bicycle left on the racks after the building's move out date.

Break Closures

During winter break, all residents who leave for winter break must unplug all electrical items. This includes, but is not limited to, alarms, clocks, hair care appliances and mini/micro refrigerators. Specific Break Closure information will be communicated to residents close to the time of closure and residents are responsible for following all policies and procedures noted in the Break Closure information provided.

Candles & Incense

No open flames are permitted in the residence halls or within housing property outside of designated areas without official UHS approval. This includes, but is not limited to candles, incense, smoking, and the burning of any materials or other flame-emitted articles. Prior written approval must be obtained from the Residential Life Coordinator if this policy is incongruent with religious, cultural, or spiritual beliefs. The use of incense or other strong odor-producing products is prohibited.

Cannabis

Cannabis (marijuana) remains illegal for all purposes and uses under federal law (and University policy). The possession, use, distribution, sale or manufacture of any cannabis product is prohibited by law and University policy. For University Housing student conduct purposes, cannabis (including, but not limited to edibles, extracts, wax, plants, cartridges, flowers, bath products, CBD from cannabis, salts or topical products) and the smell of cannabis, in addition to the presence of other evidence that supports the use of cannabis may be sufficient enough to revoke a resident's License Agreement. In these instances, all housing fees are NON-REFUNDABLE.

Resident shall not engage in any of the actions or conduct related to cannabis, that are otherwise permitted under Health and Safety Code 11362.1 (Adult Use of Marijuana Act, Proposition 64), on the premises.

Please note that residents are subject to criminal prosecution as well as University disciplinary proceedings through University Housing Services and the Office of Student Conduct & Ethical Development.

Refer to Drugs section for additional information on other illicit substances.

Change of Address

It is the resident's responsibility to notify UHS and SJSU Office of the Registrar (through my.sjsu.edu) in the event of a change in billing or mailing address. Failure to do so may result in late fees and/or delayed mail delivery.

During the course of the year, some residents may change their "mailing" or "home" address in MYSJSU (main campus database) to their current on-campus housing address. Residents should not do this, residents should leave their "home" or "mailing" address as the permanent off campus address; University Housing Services uploads the on-campus address once a resident contracts housing and all mailings from campus are sent there instead of to the "home" or "mailing" address.

By following the directions above, residents will not miss important mail once they move off campus. All on campus addresses are deleted from the MYSJSU account after the contract ends. Please note that UHS will forward mail for only 3 months after a resident has moved out, if mail-forwarding information has been completed on-line at sjsu.edu/housing. The mail forwarding system can take up to two weeks to take effect. Please note, packages cannot be forwarded, only first-class mail. The Mail Forwarding Form can be accessed at the following link: [Mail Forwarding Form](#).

Check-in/Check-out

All CVA and CVB Apartment, Suites, Classics, I-House, Spartan Village on the Paseo and CV2 residents are required to check into their assigned apartment or residence hall no later than 5:00 p.m. on Tuesday, August 18, 2026, for fall semester and no later than 5:00 p.m. on Tuesday, January 26, 2027, for spring semester. Residents must notify University Housing Services if they wish to check in after the deadline stated above. Call the UHS Housing main office at (408) 795-5600 for further information.

Licensees who fail to check in by times and dates stated above will be declared "no-shows," forfeit their requested spaces, and are liable for a \$100 License Processing Fee plus pro-rated room, board and parking fees. If there is no paid wait list and the cancelled Licensee is still attending SJSU, Licensee will be charged for the entire license period.

All CVA and CVB Apartment residents are required to vacate their apartment by 12:00 p.m. (noon), Thursday May 27, 2027. Fall graduates must check out by 12:00 p.m., Wednesday, December 16, 2026. Residents who are approved to cancel their spring contract during the fall semester must check out by 2:00 p.m. on Wednesday, December 16, 2026. Failure to move fee and/or an improper check-out fee of \$50.00, in addition to \$100.00 per day liquidated damage charges may also be assessed for failure to vacate by the stated deadline.

For the fall semester, residents of the Suites, Classics and CV2 are required to leave their residence hall by 2:00 p.m., Wednesday, December 16, 2026. For the spring semester, the Suites, Classics and CV2 residents are required to check out by 12:00 p.m., Wednesday, May 26, 2027. Failure to move fee and/or an improper check-out fee of \$50.00, in addition to \$100.00 per day liquidated damage charges may also be assessed for failure to vacate by the stated deadline.

For housing cancellations during the academic year, checkout must occur within 24 hours of a cancellation approval. Residents will be charged a pro-rated fee (and board, parking and telephone if applicable) through the day of official check-out as indicated on the Room/Apartment Inventory Form or the License Cancellation form, whichever is later.

Residents must schedule a check out appointment, return keys and access cards and sign the Room/Suite/Apartment Inventory Form with an approved Residential Life staff member to properly check out. Failure to properly check out will result in a \$50.00 improper check-out charge, removal of all personal property and possible storage charges and/ or may incur \$100.00 per day liquidated damage charges.

Residents transferring to a different room/hall/apartment must follow the proper check-out procedures and obtain UHS approval.

Residents who have completed a 2026/2027 online application and made the necessary payments and have completed and paid for the summer online application and all applicable fees may remain until the next academic year contract begins.

CVA, CVB, Suites, Classics, I-House, Spartan Village on the Paseo and CV2 residents who are not remaining on campus for the 2026/2027 academic year yet have completed and paid for the summer online application and all applicable fees must check-out no later than 10:00 p.m. on Saturday, August 08, 2026.

CVA, CVB, Suites, Classics, I-House, Spartan Village on the Paseo and CV2 residents who are not remaining on campus for the 2026/2027 academic year yet have completed and paid for the summer online application and all applicable fees and are attending the last summer session of classes at SJSU, must check-out no later than 10:00 p.m. on Saturday, August 8, 2026. Improper check-out charges may also be assessed for failure to vacate by the stated deadline.

Civil/Criminal Law

Residents are required to abide by all Federal, State, County, and local laws and ordinances. Violation of criminal or civil law in or outside of UHS facilities is basis for revocation of the housing License Agreement.

Cleaning of Rooms/Suites/Apartments

Residents are responsible for regularly cleaning their rooms/suites/apartments. Under no circumstances are trash cans or trash to be left in the hallways/corridors outside resident rooms/suites/apartments. Failure to maintain living quarters to the expected minimum standard of cleanliness is a cause for revocation of the University Housing license. University Housing Services will clean units during the summer.

Combustible Material Storage

The storage of combustible materials (gasoline, paint thinner, propane, fireworks, wax, etc.) within the residential facility, including resident rooms/suites/apartments, is not permitted.

Common/Public Areas

Common areas are defined as all facility areas that are not a part of the private confines of a resident's room/suite/apartment. Outside patios, hallways, stairwells, recreation rooms, study lounges, laundry rooms, room/suite/apartment doors, balconies, community room, and bedroom/suite/apartment windows facing out are considered to be common areas. While UHS custodial services are provided to maintain common areas, it is an expectation that each resident will make reasonable efforts to keep common areas clean for everyone. Furnishings in building common areas are for use by all members of the community. Residents may not remove furniture from building common areas. Removal of any building common area furniture and/or furnishing may result in a \$100.00 fee and judicial actions will be taken.

Licensees and their guests are prohibited from soliciting or engaging in any sexual act in community restrooms, study lounges, lobbies, computer labs or any other community space. This includes the shared use of single restroom stalls and single showers.

Communicable Diseases

Violations of following protocol may result in eviction from UHS property on the first offense.

Any resident diagnosed with a communicable disease by Student Health Center or by their health care provider will be sent home during the infectious period, or isolated in an assigned room as directed by University Housing Services in consultation with Student Health Center, County Health, and/or the resident's health care provider (as permitted by the resident). Non-campus housing and travel arrangements are made at the student's expense. Student Health Center and/or the resident's health care provider will clear the resident to return the UHS facility, dining services and classes (in consultation with the resident's health care provider, as appropriate).

Any resident suspected of having a communicable disease could be isolated in their room or another assigned room while waiting for a diagnosis. Any resident exposed to a communicable disease should make an appointment with a physician at Student Health Center, to discuss the possible exposure, symptoms and treatment (if any treatment is available). Examples of communicable and infectious diseases may include: Corona Virus, chicken pox, hepatitis, measles and tuberculosis, H1N1, and scabies etc. In the instance of an outbreak, University Housing Services will follow university and local emergency protocols

Community Living

Each resident agrees to conduct themselves in a manner that is conducive for fellow residents to study, live and sleep. Each resident agrees to not disturb this environment, and also agrees to demonstrate reasonable efforts to resolve roommate and/or residence hall problems. Residents are expected to report uncivil treatment of others, vandalism, and other violations of the license agreement.

Community Meetings

Community meetings are held regularly to dispense information and answer questions for residents. Residents are responsible for all information that was provided at the meeting, whether the resident attended the meeting or not.

Computer Use

Users of the Residential Network (ResNet) must abide by all computer policies for Housing, San José State University, Cenic, and all applicable state and federal laws. Housing and ResNet policies can be read at <http://795info.sjsu.edu>. All users of the network are responsible for reading these policies on a regular basis. Policies will be updated on the 1st of each month and changes or updates to the policy will be denoted on the appropriate pages.

Concealment of Violations

Residents have a responsibility to take appropriate action, which includes, but is not limited to, informing a UHS Residential Life staff member if they become aware of any policy violations. Failure to notify UHS staff of violations will result in judicial action.

Consolidation

Residents shall consolidate when administratively directed because half a room is vacated or may be required to pay for a super single room. Residents are expected to provide a welcoming environment to new roommates. Consolidation dates will vary but will occur near census for the fall semester (September 16, 2026) and again on or near December 1, 2026 in preparation for the spring semester. In addition, UHS reserves the right to change the resident's assignment within the housing facilities with a 24-hour notice for reasons of health, resident welfare, administrative necessity, as a result of administrative action.

Cooking

In the Suites, Classics, I-House, Spartan Village on the Paseo and CV2, cooking is limited to the building common kitchen or kitchenette (in CVC suite) area and is not permitted in the bedroom. Cooking appliances such as crock pots, toasters, and rice steamers, are permitted in these areas. These appliances must not overload the system. These appliances must be directly attached to grounded outlets. Hot plates, electric frying pans, electric grills, portable stoves, toaster ovens, or other similar appliances are not allowed in the residence halls, studios or Efficiencies. If there is a question regarding acceptability of an appliance, please see the Appliances section in these policies or the Residential Life Coordinator for approved appliances. Kitchens in the CVA and CVB Apartments offer residents flexibility for meal preparation. Cooking appliances such as crock pots, toasters, toaster ovens, rice steamers, electric grills, and electric frying pans are permitted. These appliances must not overload the system. These appliances must be directly attached to grounded outlets. For the safety of all in the community, residents must pay attention and use caution when cooking. Residents MUST keep kitchens clean for sanitation purposes (to avoid odors, ants, roaches, rodents, mold, etc.). Residents MUST appropriately ventilate the apartment while cooking to reduce the likelihood of smoke or odors entering the hallway as smoke entering hallways will activate fire alarms and residents may be held judicially accountable. Under no circumstances are microwaves, stoves, and other similar appliances to be left unattended. Any damage done or inconvenience caused to the community (smoke alarms, fires, etc.) is the financial and judicial responsibility of the resident.

Kitchen equipment (i.e. knives) used for any other purpose than for cooking will be considered an abuse of the weapons policy and is subject to disciplinary action.

Cooperation with Staff Requests

Residents and their guests are expected to comply with any reasonable request of a University staff member or authorized official. Such requests may include, but are not limited to, producing identification, key, or access card; reducing noise levels; disposing of alcoholic beverages; or leaving a location.

In addition, residents are expected to comply with any reasonable requests made by a roommate or UHS community member. As a member of a community, the rights and compelling interests of the community outweigh those of the individuals.

Damages

Each resident must give reasonable care to the room/suite/apartment, its furnishings, and common areas. Residents are expected to maintain sanitary and safe conditions acceptable to the university. Residents will pay for any damages to University Housing facilities (including damaged or missing furniture and appliances) willfully or negligently caused by themselves or their guest(s). If damage in common areas (hallways, elevators, etc.) cannot be traced to a specific individual or group, but was in substantial part caused by individuals, groups, or invited guests acting from within the residence community, the Licensees of the hall or complex will be charged collectively. Residents may also be referred to the UHS judicial system.

When residents occupy the same room/suite/apartment and responsibility for damages or loss in the room cannot be determined by UHS, the cost of damages or loss will be divided and assessed equally amongst the residents.

Any malicious damage to the buildings, grounds, or other facilities is prohibited.

To avoid unnecessary or inaccurate damage charges, residents should thoroughly review the Room/Suite/Apartment Inventory Form upon check-in. If there is disagreement with the initial assessment of the room's condition, residents must note as such on the Room/Suite/Apartment Inventory Form and meet with the Residential Life staff within five working days of check-in to have all copies of the Room/Apartment Inventory Form amended. As stated on the Express Check-In Form, if the inventory sheet is not returned within 72 hours, Licensee understands that the room will be considered in perfect condition and will be charged for any and all damages found in the room at check-out. (Refer to Check-in/Check-out section page 31)

When moving out of their room, residents must properly check out by completing a checkout inventory sheet with a UHS staff member. The condition of the room at checkout will be compared to the condition at check-in. Charges are assessed from this comparison and from any cleaning beyond normal use; however, UHS reserves the right to perform a final inspection, and additional charges may be added. Residents who fail to check out with a staff member or fail to checkout properly may be charged an improper checkout fee of \$50.00. Residents should read the back of the inventory check-in sheet provided at check-in for more information.

Residents are not allowed to dispose of large items, furniture, boxes, mattresses, electronic devices etc. in the trash rooms. Residents are responsible for disposing of these items on their own.

Damages to common areas (hallways, lounges, bathrooms, etc.) will be charged to all residents of a particular wing, floor, or living area unless it can be determined specifically who is responsible.

Decorating and Renovating Room Structure, Furnishings, or Grounds

- a) Any personal items or furniture brought into the room/suite/apartment must be removed upon checkout. All decorations must be compliant with fire safety regulations.
- b) University furniture is to remain in the room/suite/apartment at all times. University Housing Services cannot store University furniture to make room for personal items or furniture.
- c) Do not make holes in walls. To hang something on a painted surface, use a product that is approved to prevent damage. (Contact University Housing Services for product recommendations). Nails, tacks, non-approved adhesives, tape, and stickers are not to be affixed to University property. Painting and spray painting is not permitted in the Housing facilities or on Housing grounds except by authorized personnel.
- d) Altered beds must be returned to their original position prior to check-out. If maintenance assistance is needed to alter their bed, a TMA request should be submitted. Please note that all changes will be made in the two weeks following the room change process each semester. For assistance to change the bed height (not bunking or lofting) there is a \$40 charge for labor (unless it is required for medical reasons).
- e) It is prohibited to place any furniture including beds in front of windows or exit doors. Blocking window or door egress is a violation of University Housing Policy
- f) Any form of bed/furniture elevation that involves non-University Housing furniture, or attachments to University Housing furniture is considered a loft and not permitted.
- g) Tapestries, flags, and burlap burn rapidly. If hung from a wall or ceiling, they can feed a fire. It is prohibited to hang such materials from the ceiling. These decorations may be affixed to the wall if they have been treated with a fire retardant and are so labeled.
- h) Due to state fire codes, all decorations must be confined to the interior of the unit door. At no time can anything be in the corridors. Nothing is permitted on the exterior/hallway door of the apartment/suite or room.
- i) Holiday decorations such as artificial trees are permitted in the CVA and CVB Apartments, but not bedrooms. Lights should be used only when a resident is in the apartment. All lights/cords must be in good condition and be UL certified. Doors and windows may be decorated within the unit as long as the decorations do not cause damage or a safety hazard. All decorations visible to the public must comply with University policies.

j) No candles or open flames may be used. For holiday observation exceptions consult your Residential Life Coordinator.

k) Grounds: The community grounds are maintained by the University. Residents shall not erect fences, cultivate plants, or make other changes to the grounds.

l) Antenna and Related Equipment: Residents shall not erect any exterior antennas or other equipment for television or radio reception without obtaining UHS prior written approval.

m) Balconies and Exterior Entrances: All outside balconies and terraces must be kept clear of all items. A balcony or terrace may not be used for drying laundry, beating rugs, shaking dust mops, or hanging any article. No items, including cigarettes, trash, and other material may be thrown from any balcony or terrace. No barbecues are permitted.

n) Plumbing Fixtures and Other Water Apparatus: The bathtubs, basins, sinks, garbage disposals, and other plumbing fixtures and water apparatus shall not be used for any purpose other than that for which they were constructed. Among other things, these fixtures and apparatus may not be used for the disposal of rubbish, rags, sweepings, matches, and similar improper articles. Any damage or expense resulting from the misuse of the foregoing fixtures and apparatus must be borne by the resident causing the damage or on whose premises the damage was caused.

Dishonored Checks

Fees will be assessed for any dishonored checks, and residents are liable for balance due plus fees under Civil Code, Section 1719 for triple the amount of the check (a minimum of \$100.00 and a maximum of \$500.00) if funds necessary to cover the check are not received within 10 days following a written notice. Residents may also have their housing License revoked for non-payment of a dishonored check debt.

Disruptive Behavior/Disorderly Conduct

Any conduct that disrupts the normal order of the community is considered disorderly and is prohibited. Residents are responsible for their actions as well as the actions of their guests while in any UHS facility or on UHS grounds.

Doors/Door Locks

Tampering with, disabling or modifying the operation of apartment, suite and room doors or door locks is prohibited. Any resident and/or guest of a resident responsible for such violation will be subject to judicial action and any charge for costs attributed to repairs of doors or door locks will be the responsibility of the resident.

Drugs

The possession, use, distribution, sale, or manufacture of marijuana/illegal drugs/narcotics is prohibited by State law and University policy. Such drug activities are not permitted and will not be tolerated in UHS facilities. For University Housing judicial purposes, the smell of marijuana in addition to the presence of other evidence that supports the use of marijuana may be sufficient enough to revoke a resident's License Agreement. Revocation of the License Agreement may

also result if the sale or inappropriate usage of prescription drugs is found. Residents whose licenses are revoked must move out of their assigned space within 72 hours of receipt of sanction. In these instances, all housing fees are NON-REFUNDABLE. Please note that residents are subject to criminal prosecution as well as University disciplinary proceedings through the Office of Student Conduct & Ethical Development.

Electrical Safety

Extension cords are not permitted. UL Approved, grounded power strips with circuit breakers should be used for all electrical equipment including computer and computer related hardware. A maximum of two power strips may be used per room. No modifications to, or changes in, electrical wiring are permitted. No "splices," "octopuses" or modification devices of any kind may be used to add plugs in a room, suite or apartment.

Surge suppressor-equipped, UL approved power cords are highly recommended for computer systems and other valuable electrical equipment. Such cords have their own circuit breaker. Do not rely on the integrity of the electrical system of the building to protect your computer equipment.

Surge protectors also allow more flexibility for extensions. Extension cords or stringing surge protectors together in a series are prohibited.

Multiple outlet plugs that insert into an outlet are not permitted.

The placement of any material in or around the provided lighting is prohibited. The removal of lights, alteration of the fixtures and the replacement of institutional light bulbs with colored light bulbs are also against UHS policy.

Any damage caused by personal appliances or misuse of the electrical system is the financial responsibility of the resident, including damage of any kind (fire, water, etc.) to the facility and/or other residents' personal belongings. Violations of these guidelines may result in immediate license revocation.

Elevators

If an elevator malfunctions press the alarm and stay inside until help arrives. Do not attempt to pry open or hit doors and climb out. Ring emergency bell or contact UPD if trapped. Residents will be charged the cost to retrieve items dropped down shafts or repairs due to resident negligence. Tampering with, misusing, or vandalizing elevators is prohibited. This includes, but is not limited to, forcing doors open, unnecessary use of alarms/emergency phones, accessing elevator controls or control room, and entering the elevator shaft or exterior of an elevator.

Emergency Preparedness

All residents are advised to have a family emergency plan. Each resident should maintain an emergency supply kit in their room consisting of a first aid kit, three-day supply of water, non-perishable food, battery operated radio and flashlight, extra batteries, gloves, and medications. Residents are responsible for familiarizing themselves with the evacuation instructions located

on the inside of their room/suite/apartment door, as well as the location of the Evacutrac chairs located in Campus Village and West halls.

In the event of emergency residents must comply with UHS Staff and/or university personnel.
Energy Conservation

UHS strongly encourages each resident to avoid any practice that may harm or hinder the State of California's efforts to conserve energy. Each resident is asked to do their part in conserving energy within their living space (including turning room lights and appliances off when not in use and/or use of Energy Star appliances).

Excessive utility charges will be equally assessed among all occupants of the unit. Utility bills will be assessed approximately one month after the actual usage.

Directives of the State of California concerning energy conservation will be enforced. Utilities such as electricity, gas, water, and air conditioning may be limited to state directives.

Eviction and/or Suspension

As per the Terms and Conditions, section 14b, if a resident is either evicted or suspended, the Licensee shall owe the full fee period of the License Agreement (academic year or full spring semester for new spring residents), plus any charges for damages and cleaning, all nonrefundable fees as described in the Payment Information section.

Financial Extensions

University Housing Services communicates with Financial Aid to determine if a student may have sufficient grants, scholarships and loans to allow them to defer a portion of their housing charges. Work Study cannot be considered for "Housing Extensions." Student loans may only be considered if UHS can verify that they have been "accepted" by the student. Once UHS has determined that a student has sufficient aid to defer their housing charges, a "Housing Extension" is placed on the student account. This extension can be viewed by navigating to the "Other Indicators" section on the student's MySJSU account.

If a "Housing Extension" service indicator is placed on the resident's account it will defer housing charges to prevent housing late fees until financial aid has been disbursed into the student account. The "Housing Extension" service indicator will be removed on September 30, 2026, for fall extensions and February 28, 2027 for spring extensions. After this date, all remaining fees must be paid by set deadlines.

Housing Extensions cannot be placed until after semester charges have been billed to the student accounts (typically by June 26th, 2026) and after students have submitted all outstanding documents on their financial aid checklist (to-do list) and have been awarded. Students who plan to accept student loans must keep in mind that loans are "offered" and need to be "accepted" by logging into MySJSU. The loan acceptance process cannot take place until June 1 and should be completed as soon as possible. UHS cannot consider loans as a payment source until they have been "accepted" by the student.

Fire Safety

- a) **Combustible Material Storage:** The storage of combustible materials (gasoline, paint thinner, wax etc.) within the residential facility, including resident rooms/suites/apartments, is not permitted.
- b) **Fire Alarm/Drill:** All residents and guests must evacuate a residential facility immediately when the fire alarm sounds. Those who do not evacuate are in violation of university policy and State fire code and may result in a ticket from UPD or the San Jose Fire Department and/or being referred to the UHS judicial system.
- c) **Fire Safety Equipment:** Residents are responsible for familiarizing themselves with the evacuation instructions located on the inside of their room/suite/apartment door. If the instructions are missing or illegible, the Residential Life Coordinator should be contacted immediately to have a new one installed. Residents are required to initial that they have been shown the evacuation instructions on the Room/Apartment Inventory Form at check-in. The following misuses of fire safety equipment are considered violations of policy and will result in judicial and/or legal action (\$1,000.00 fine and up to 6 months in prison), maintenance charges, and/or remuneration: pulling fire alarms or fire alarm covers when no fire exists, blocking or propping fire doors, blocking fire stairs, tampering with smoke detectors, misuse or tampering with the Evacutrac Chair, tampering with alarm horns, strobes, enunciator or bells, misuse or tampering with sprinkler system heads (including, but not limited to, hanging items from sprinkler heads), tampering with fire exit signs, and tampering or improper use of fire extinguishers or fire hoses. Note that each residence hall room contains a smoke detector and each apartment/suite contains a smoke detector and fire extinguisher for residents' safety. Contact the Residential Life Coordinator for additional information about fire safety or if any of your unit's fire safety equipment appears to be malfunctioning.
- d) **Open Flame:** No open flames are permitted in the residence halls or within housing property outside of designated areas without official UHS approval. This includes, but is not limited to candles, incense, smoking, and the burning of any materials or other flame-emitted articles. Prior written approval must be obtained from the Residential Life Coordinator if this policy is incongruent with religious, cultural, or spiritual beliefs.
- e) **Portable Heaters:** The utilization of portable heaters in the residence halls is not permitted, with the exception of areas that do not have permanent heating units.
- f) **Halogen Lamps:** Halogen lamps/lighting, are not permitted.
- g) **Doors:** All unit doors are to be kept closed at all times due to the integrity of the rated corridors. At no time are the doors to be propped open or left ajar.

Furnishings

Waterbeds of any type are not allowed. Beds in all units other than CVA rented by the unit may be lofted or bunked using the appropriate hardware by submitting a facilities work order request and is based on availability. Room furniture cannot be stored to accommodate Licensee bringing in their own furniture. Licensee will return all room furniture to the original positions before

moving out. Failure of Licensee to return furniture to the original positions in the room or movement of common area furniture by Licensee will result in Licensee being charged. Removal of furniture from public areas is considered theft.

CVA: Apartments licensed by the bedspace are furnished and include an extra-long twin bed, dresser, desk (with mobile pedestal), desk chair, mobile file, hutch, living room couch, lounge chair, lamp, coffee table, end table, 2 barstools, washer/dryer combo unit, dishwasher, garbage disposal and a shower curtain in bathroom.

CVA: LockOut (2 bedroom) Apartments licensed by the double bedspace are furnished and include (in the 1-bedroom unit) 2 extra-long twin beds (if the bed is bunked, the room includes a ladder), 1 safety rail, 2 dressers, 2 desks (with 2 mobile pedestals), 2 desk chairs, 2 hutches; (in the Efficiency unit) 2 extra-long twin beds, 1 safety rail, 2 dressers, 2 desks, 2 desk chairs, 2 hutches, in the shared areas: 1 living room couch, 1 lamp, 1 coffee table, 1 end table, 2 barstools, 1 arm chair and washer/dryer combo unit. The kitchen will include 1 trash can and 1 recycle bin, dishwasher and garbage disposal.

CVA: Efficiency Apartments licensed by the double bedspace are furnished and include 2 extra-long twin beds (if the bed is bunked, the room includes a ladder), 1 safety rail, 2 dressers, 2 desks (with 2 mobile pedestals), 2 desk chairs, 2 hutches, 1 microwave, 1 mini-refrigerator, 1 trash can, and 1 recycle bin.

Apartments rented by unit are furnished. Furnished one and two bedroom apartments include queen size beds (one per bedroom), 1 night stand, dresser, desk (with mobile pedestal), desk chair, mobile file, living room couch, 1 lounge chair, lamp, coffee table, end table, 2 bar stools, and a shower curtain in each bathroom. Furnished one-bedroom Efficiencies have a queen size bed, 1 nightstand, dresser, desk, desk chair, mobile file, lounge chair, and shower curtain in bathroom. One and two bedroom units have a washer/dryer combo unit, dishwasher and garbage disposal. If UHS furniture is present in room, resident must pay the furnished rental rate for the unit. Apartments may not be converted to unfurnished.

Accessible Apartments rented as units: One-bedroom accessible units have a full-size bed, 1 nightstand, dresser, desk, desk chair, mobile file, 1 lounge chair, a dining table with 2 chairs, washer/dryer combo unit, garbage disposal and a shower curtain in bathroom. The dining table and chairs may be removed upon request. Accessible Efficiencies have a full-size bed, 1 nightstand, dresser, desk (with mobile pedestal), desk chair, mobile file, roll up shower and a shower curtain in bathroom.

CVB: Single, Double and Jr. Double occupancy units are furnished and include couch, arm chairs (1 or 2 depending on unit location), coffee table, end table, dining table, 4 dining chairs, lamp, trash can, recycle bin, and a shower curtain in the bathroom. Single bedrooms are furnished with an extra-long twin bed, 2 dressers, desk (with mobile pedestal), hutch, mobile file, and a desk chair. Double and Junior Double bedrooms are furnished with 2 extra-long twin beds, 4 dressers, 2 desks, 2 hutches, 2 mobile files and 2 desk chairs. Junior Double bedrooms include 1 safety rail. Triple bedrooms are furnished with 3 extra-long twin beds, 4 dressers, 1 wardrobe with dresser drawer for the lofted bedspace, 3 desks, 3 hutches, 3 mobile files, 3 desk chairs, 2

safety rails and 2 ladders. Studio occupancy units are furnished and include an extra-long twin bed, 2 dressers (only 1 in the accessible unit), desk, 2 hutches, mobile file, desk chair, and a shower curtain in bathroom.

Suites: Double occupancy units are furnished and include a couch, 2 armchairs, coffee table, end table, dining table, 4 dining chairs, lamp, trash can, recycle bin, and a shower curtain in bathroom. Bedrooms are furnished with 2 extra-long twin beds, 4 dressers, 2 desks (with 2 mobile pedestals), 2 hutches, 2 mobile files, 2 desk chairs, 2 wardrobes and 2 closets outside the room. Triple occupancy bedrooms are furnished with 3 extra-long twin beds, 6 dressers, 3 desks, 3 hutches, 3 mobile files, 3 desk chairs, 2 safety rails, 2 ladders, 2 wardrobes and 3 closets outside the room.

Classics Washburn: Double occupancy units are furnished and include 2 extra-long twin beds, 2 desks (with 2 mobile pedestals), 2 desk chairs, 2 dressers, 2 built in bookshelves, trash can, and a recycle bin. Triple occupancy units are furnished and include 3 extra-long twin beds, 3 desks, 3 desk chairs, 3 dressers, 2 built in bookshelves, hutch, 2 safety rails, trash can and a recycle bin. There are a limited number of ladders available and may be requested by submitting a TMA request.

Classics Joe West: Single occupancy units are furnished and include 1 extra-long twin bed, desk, desk chair, built in dresser and a trash can. Double occupancy units are furnished and include 2 extra-long twin beds, 2 desks (with 2 mobile pedestals), 2 desk chairs, 2 dressers, 2 built in dressers and a trash can. Triple occupancy units are furnished and include 3 extra-long twin beds, 3 desks, 3 desk chairs, 2 dressers, 2 built in dressers and a trash can.

CV2: Double Occupancy units are furnished and include 2 extra-long twin beds, 2 desks (with 2 mobile pedestals), 2 mobile files, 2 desk hutches, 2 desk chairs, 4 dressers, 2 closets, 1 trash can and 1 recycle bin. Triple occupancy units are furnished and include 3 extra-long twin beds, 3 desks, 3 desk chairs, 6 dressers (for each bed, there is 2 each 2-drawer dressers), 3 hutches, 2 safety rails, 2 ladders, 1 trash can and 1 recycle bin.

I-House: Bedrooms are really cozy and comfortable, yet spacious and with good air circulation. Rooms are fully furnished with bed, desk (with mobile pedestal), chair, dresser, and walk-in closet. You are free and encouraged to decorate them the way you want to. It is residents' responsibility to keep rooms clean, and one can check-out a vacuum cleaner from the office. Generally rooms are shared between two residents. Depending on the seniority and availability, residents can also opt for single bedrooms.

Spartan Village on the Paseo: Double occupancy units are furnished and include 2 extra-long twin beds, 2 desks (with 2 mobile pedestals), 2 desk chairs, 2 dressers, 2 dressers, a trash can and a recycle bin. Triple occupancy units are furnished and include 3 extra-long twin beds, 3 desks, 3 desk chairs, 2 dressers, 2 dressers and a trash can. Quad occupancy units are furnished and include 4 extra-long twin beds, 4 desks, 4 desk chairs, 4 dressers, and a trash can.

Guests/Visitation

Individuals are considered a non-resident of any building that they are not officially assigned to live in. Non-residents are not permitted to access any housing facility unless a resident escorts them. Residents are considered the hosts of their guests and, as such, must accompany their guests at all times while in UHS facilities. The exterior doors of all the residential halls are locked 24 hours a day. Visitors may contact a residence hall or apartment resident by calling from courtesy phones that are located near the front entrances of every hall or apartment building. Visitors are only permitted to enter a building with the escort of the host. Entrance by any other means is not permitted. Uninvited guests are not welcome in the residence halls. Permitting uninvited guests into these areas is in violation of UHS security policies.

Any problems created by a guest are the responsibility of the sponsoring resident. Residents are expected to inform their guests of all University Housing and San José State University policies, and will be held judicially and financially accountable for their guests' actions.

Guests are expected to use the courtesy phones located at each building's front entrance to call their host resident to gain entry into the facilities. In the Suites, CV2 and Classics, all guests and residents must present acceptable photo identification and sign-in at the front desk during designated hours. All guests, regardless of their relationship to the resident (parents, siblings, etc.), must comply with this policy. Unescorted individuals found in UHS facilities will be escorted off UHS property and/or be cited by University Police for criminal trespass.

University Housing Services allows 24-hour visitation for guests, but does not permit cohabitation. Residents may have overnight guests stay in their room for up to three nights within a seven-night period and for up to 15 nights total per semester. Residents in violation of this policy may be subject to cost recovery and other fines in addition to disciplinary action.

All roommates must be consulted and agree to guest visitation. Although any guest can be denied permission to stay by a roommate, roommates should consider allowing reasonable accommodation to guests in promotion of a harmonious living environment.

Residents who deny their roommates permission to have a guest should have specific reasons why the guest has been denied permission to visit. Guests may not sleep in building lounges or public areas.

Residents shall not sublet their apartment/residence hall space or assign any of their rights pursuant to the License Agreement.

UHS student facilities (excluding Faculty, Staff and Grad and Senior units of Campus Village A) are single-person housing units and do not provide family living or accommodations for children, partners or spouses. For the comfort of roommates, younger children should not stay overnight in UHS facilities. All specific guest regulations are to be determined and mutually agreed upon by the roommates within each room/suite/ apartment. If consensus cannot be met independently, the Resident Advisor may create a written agreement with the roommates, which is binding and judicially enforceable.

Additional restrictions may apply during certain times of the year when heightened security is necessary to protect the UHS facilities and its residents which can include citywide events or campus events that greatly affect the UHS facilities and surrounding area and events which create crowd control concerns. All residents are expected to comply with temporary policy additions during these times. Roommate/guests concerns should be taken to your Residential Life Staff member as they can assist with many conflicts.

Harassment & Stalking and/or Assault

UHS is a diverse community comprised of a myriad of cultures, lifestyles, thoughts, and perspectives. In order to maintain a comfortable environment that both respects and celebrates this diversity, harassment of any kind will not be tolerated. Any form of activity, whether covert or overt, that creates a threatening or harassing environment for any UHS resident, guest, or staff member will be handled judicially and may be grounds for immediate disciplinary action, revocation of the Housing License Agreement, and criminal prosecution.

UHS Residents must comply with SJSU's nondiscrimination and Title IX policies. SJSU does not discriminate on the basis of age, ancestry, citizenship status, color, disability, ethnicity, gender, gender expression, gender identity, marital status, medical condition, military/veteran status, national origin, race, religion or lack thereof, sex, sexual orientation or genetic information. Learn more at <https://www.sjsu.edu/up/myinfo/equal-opportunity/index.php>. As established by CSU Executive Orders 1096 and 1097, SJSU strictly prohibits discrimination, harassment and retaliation, sexual misconduct, dating and domestic violence and stalking. Learn more at <http://notalone.sjsu.edu>. Violations of SJSU's nondiscrimination and/or Title IX policies may lead to termination of the Housing License Agreement and may result in criminal investigations.

a) Physical Harassment/Assault – According to the University Police Department's Safety 101 Handbook, physical harassment/assault is "any act of physical intimidation or physical harassment, physical force or physical violence, or the threat of physical force or physical violence, that is directed against any person or group of persons." This may include, but is not limited to: unnecessary and/or inappropriate touching, pinching, using suggestive gestures or body language, or blocking someone's path. In the event of a physical assault, students are encouraged to contact UPD.

b) Sexual Harassment/Assault – CSU policy, which also applies to visitors and guests, defines sexual harassment to include such behavior as sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature directed towards an employee, student, or applicant when one or more of the following circumstances are present:

1. The conduct has the purpose or effect of interfering with a student's academic performance, creating an intimidating, hostile, offensive or otherwise adverse learning environment.
2. The conduct has the purpose or effect of interfering with an employee's work performance or creating an intimidating, hostile, offensive, or otherwise adverse working environment. If any student finds themselves to be the recipient of sexual harassment or

assault, they can contact the survivor advocate for confidential resources and support at 408-924-7300 or reach out to the Title IX Office at 408-924-7290 to initiate an investigation.

c) **Verbal Harassment/Assault** – Verbal harassment is verbal behavior, either in words or gestures, which dominates, controls, or does another person harm. Verbal harassment occurs when unwelcome speech or conduct is so severe, persistent, or pervasive that it interferes with an employee's work performance or a resident's ability to participate in or benefit from an educational activity or program, or creates an intimidating, hostile or offensive working, living, or educational environment. In the event of verbal harassment or assault, a student can reach out to the Ombudsperson regarding issues with faculty at 408-924-5995 and staff at 408-924-2250 and ask to speak to someone from the office for equal opportunity.

Health and Safety Inspections

An inspection of each living environment will regularly occur to assume positive health and safety conditions. Residents are expected to give reasonable care to their rooms and furnishings, maintaining sanitary conditions acceptable to the University.

Corrections of health and safety violations requested by UHS staff must be completed within 48 hours of the inspection and notification. Failure to comply will result in judicial action and or charges to correct the violation.

Vacuums are available from each building Front Desk.

Identification

Residents and guests must carry identification at all times while in the residence halls, suites, apartments, dining commons or any UHS property. Residents are required to carry and provide appropriate SJSU photo identification upon request by a University staff member performing their duty. Failure to present ID; presenting fabricated, falsified, or misrepresentative ID; permitting others to use IDs for the purpose of improperly gaining access to residence halls, rooms, suites, apartments, dining commons, use of equipment, or any other service or facility is prohibited.

License Violations

Residents who are believed to be in violation of one or more policies may be referred by Residential Life staff to the UHS Student Conduct Process, Office of Student Conduct & Ethical Development, University Police Department, or any combination of the three for appropriate action. The referral process for such action is outlined in the Community Living Handbook, which is available online at the Housing website. The student conduct system ensures a resident's right to due process throughout the proceedings. Questions about student conduct referrals should be directed to UHS staff.

Lockouts

If a resident (CVA residents includes other authorized residents such as a roommate, child, spouse or partner) is locked out of their room, the resident will be assisted within a time frame that is reasonably possible, but must be prepared to wait for available staff.. Please review the Key Information/Lockout section on pages 18-19 for more details.

The first lock out is complimentary; for the subsequent lock outs, the second will cost \$15.00, the third will cost \$30.00, and the fourth and subsequent lock outs within the academic year will cost \$60.00. Additionally, on the fourth lock out the incident will be documented, and the resident will be referred to the student conduct process for adjudication.

Mail

Resident mail is delivered to the Joe West Mailroom except for I-House and Spartan Village on the Paseo. I-House and Spartan Village on the Paseo mail will be delivered to their respective locations. All University communications will be sent to residents' on campus mailbox while living in University Housing. However, mail will NOT be delivered between Friday, December 18, 2026, and January 1, 2027 due to winter break and residence hall closures during this time period. Mail and packages received will be held at the Joe West or Spartan Village on the Paseo Mailroom during this time. Please make other personal arrangements with the US Post Office and/or delivery services if you need to receive packages during this time period. Mailbox combinations (for those that have Mailboxes in Joe West, CVB, CVA and Spartan Village on the Paseo) are provided to residents via their University Housing Services account. Residents should ensure that their mailbox door is secure upon closing by spinning the dial. During the course of the year, some residents may change their "mailing" or "home" address in my.sjsu.edu (main campus database) to their current on-campus housing address. Please do not do this, **residents should leave their "home" or "mailing" address as the permanent off campus address.** University Housing Services uploads the on campus address once a resident contracts for housing. After this occurs, all mailings from campus are sent there, instead of to the "home" or "mailing" address.

By ensuring that the above instructions are followed, residents will not miss important mail once they move off campus. All on campus addresses are deleted from the my.sjsu.edu account after the contract ends.

Residents agree to hold harmless University Housing Services and its agents and give permission to University Housing Services and its agents to sign and accept packages/parcels from U.S. Mail, U.P.S., Federal Express and any other delivery agents attempting to deliver in their name. In addition, residents relieve University Housing Services and its agents from all responsibility in accepting any delivery in the event of loss/damage or theft.

It is further agreed that if said deliveries are not claimed within a seventy-two (72) hour period by resident, that management reserves the right to return said deliveries without notice. All deliveries will be held at the Joe West Mailroom, in Joe West Residence Hall on the Ground, 1st floor.

Due to US postal regulations, no outgoing mail may be sent from any building including the Joe West Mailroom and/or CVA or CVB. Residents will need to go off campus to mail items.

Packages that are sent through the U.S. Mail that need to be signed for cannot be accepted at the Joe West or Spartan Village on the Paseo Mailroom due to US postal regulations. Residents will need to go to the St. James post office in person to sign for and pick up any packages sent signed for by U.S. Mail.

Mold

Recently, there has been considerable publicity regarding the presence of mold in residences. Molds are microscopic organisms that are present both indoors and outdoors and may have adverse effects on the health of occupants or structural components of the Premises. It is currently believed that some types of mold are toxic to human health. Because it may be impractical or impossible to eliminate all indoor mold, indoor mold is an important topic about which residents should become informed.

UHS has no expertise in identifying or remediating mold or any other biological pollutant, nor has UHS any expertise in the possible effects on health or property of such pollutants. For information, residents should contact the United States Environmental Protection Agency ("EPA"), the California Department of Health Services ("DHS"), or other governmental authorities. The EPA and DHS Web sites contain information and publications regarding mold and other biological pollutants that may be of interest to residents. For example, see "Biological Pollutants in Your Home" and "Mold Resources" on the EPA Web site (<http://www.epa.gov>); and "Indoor Air Quality Info Sheet: Mold in My Home: What Do I Do" on the DHS Web site (<http://www.dhcs.ca.gov>).

Because such substances are pervasive, the Premises are not warranted to be free of mold or other naturally occurring biological pollutants. Mold and other biological pollutants may be present in the Premises at the Commencement Date or may later develop within the premises. Proper maintenance and repair may reduce the presence of mold and other biological pollutants in the premises.

Resident agrees to take all reasonable and appropriate steps to prevent conditions that may cause mold or mildew to develop in the Premises, including following the recommendations contained in the publications referred to above. The resident also agrees promptly to report to UHS any evidence of moisture accumulation or mold in any portion of the Premises.

Resident certifies that resident has read and fully understands the information and disclosures contained in this License. Resident acknowledges that the facts disclosed in this License are important but do not constitute a complete list of all facts which should be considered by resident.

Motor Vehicles

Motorcycles, mopeds, or other gasoline-powered vehicles are not to be stored in or around the residence halls/apartments, building entrances, patios, or courtyards. All such vehicles must be parked in designated areas and have an appropriate permit for the University Housing Services parking garage.

At no time is there to be storage of any inoperable vehicle in the Campus Village parking garage. All vehicles parked in the garage must also be free of all types of fluid leaks. If the vehicle leaks, the owner will be held liable for any cleanup of the garage floor and or damages that it may cause to the garage or other vehicle.

Licensee agrees to accept financial responsibility for any loss or damage to personal property or personal vehicle belonging to Licensee and their guests and invitees that may be parked in the

Campus Village parking garage, caused by theft, fire, vandalism or any other cause. University Housing Services assumes no liability for any such loss. It is suggested that Licensee obtain and maintain throughout the term of the license a policy of automobile insurance from a recognized insurance firm, covering Licensee's liability and personal property damage (if Licensee utilizes the Campus Village parking garage).

Non-Discrimination on the Basis of Sex or Gender

The California State University does not discriminate on the basis of gender, which includes sex and gender identity or gender expression, or sexual orientation in its education programs or activities. View the full [Notice](#).

Occupancy/Authorized Capacity (CVA)

The authorized capacity is based on unit type for units rented as one unit, not bedspace: Efficiency two (2) residents; one bedroom two (2) residents; two bedroom or lockout four (4) residents. Double bedspace: two (2) residents per bedroom. If the Licensee has licensed a bedspace only, authorized occupancy is one (1) only.

Occupancy/Authorized Capacity (CVB, Suites, Classics I-House, Spartan Village on the Paseo and CV2)

The authorized capacity is based on bedspace, the Licensee has licensed a bedspace only, and authorized occupancy is one (1) only.

Occupancy Types

Apartments

CVA Apartments

CVA apartment occupancies are one bedroom/one bath, two bedroom/two bath units or efficiency's (single resident occupancy units, similar to hotel rooms that feature a living area, bathroom, and microwave/mini-fridge station) Units are available furnished if licensed by the whole unit. If licensed by the bedspace, only furnished units are available.

CVB Apartments

The double occupancy 3 bedroom apartments have 2 bedrooms designed for 2 people each and one bedroom has 3 people and offers 2 bathrooms, a living/dining area, and a kitchen. The four or five bedroom apartments are single occupancy per room and also offer 1 bathroom, a living/dining area, and kitchen. The Junior Double bedroom apartments are a four single occupancy apartment where one bedroom has been furnished to accommodate two residents. The two occupant bedroom will share the one closet located in the bedroom with the other occupant. Three bedroom single apartments have 3 bedrooms, 1 bathroom, a living/dining area, and kitchen. These apartments are limited. Applicants who do not receive the request based on availability will be placed in another type of apartment or room. In addition, the resident account will be charged for the occupancy type assigned.

Studios are single occupancy and offer a common living area (no separate bedroom and living room), a bathroom and a small kitchen. The kitchen comes with a two-burner stove, microwave oven, and mini-fridge. These apartments are limited. Applicants who would like to request one of

these spaces should submit the Studio Request Form found on the UHS website, along with the license materials. Applicants who do not receive the request based on availability will be placed in another type of apartment or room. In addition, the resident account will be charged for the occupancy type assigned.

CVC Suites

Each suite consists of four bedrooms, two bathrooms, a common living area, and a kitchenette. All bedrooms are double occupancy rooms, which are designed and furnished for 2 students. Therefore 8 students total will be sharing the suite.

A triple room is a double room configured for two residents that has lofted beds and a change in floor plan to accommodate three residents who will share the two closets in the room, and the three closets in the hallway. Applicants who wish to request a triple may do so when completing their online application or can request one during the year at room change period. Triples are offered when occupancy demands are high.

I-House

I-House is home to U.S. and international students. Residents come each semester from approximately 25 countries on 5 continents, study in a wide variety of majors across the university, and range in age from 18-early 30's. Bedrooms are really cozy and comfortable, yet spacious and with good air circulation. Rooms are fully furnished with bed, desk, chair, dresser, and walk-in closet. You are free and encouraged to decorate them the way you want to. It is residents' responsibility to keep rooms clean, and one can check-out a vacuum cleaner from the office. Generally rooms are shared between two residents. Depending on the seniority and availability, residents can also opt for single bedrooms.

Spartan Village on the Paseo

Our newest building is a luxury hotel remodeled to accommodate student living. SJSU is renovating the entire second floor of the existing structure to host a robust offering of new amenities geared towards student life and student success. On-site dining facilities, a communal kitchen, a study lounge and study spaces with stunning vistas onto the Paseo, a games room and a fitness center ensure all student residents' needs are met. Students have a range of room types to choose from including doubles, triples and quads. Accessible rooms are also available for students with disabilities. Each floor will have two Residential Assistants.

CV2

CV2 is a 10 story modern residence hall with 8½ floors of residential living. Rooms in CV2 are double and triple occupancy (two or three students per room).

Classics

Each room in Washburn Hall is double and triple occupancy (two or 3 students per room). Joe West offers double occupancy, triple occupancy and a limited number of single occupancy rooms.

A triple room is a room configured for two residents that has a bunk and lofted bed and a change in floor plan to accommodate three residents who will share the two closets in the room.

Applicants who wish to request a triple may do so when completing their online application or can request one during the year at room change period.

Odors

The effects of smoke, fumes, and odors must be confined to individual rooms, suites, or apartments. Residents must appropriately ventilate the apartment while cooking by opening windows and using appropriate ventilation equipment. Residents are not to prop their apartment/room doors to air out their rooms, especially when cooking as smoke may activate the fire alarm in the corridor. The use of incense, candles, or other strong odor-producing products is prohibited. The choice of scented air fresheners or cleaning products should be discussed among roommates to ensure no one is allergic or offended by the scent.

Reasonable personal hygiene is expected of all UHS residents.

Oral Representation Policy

To avoid any misunderstanding concerning the License Agreement, we advise residents that UHS does not enter into any oral agreements or make or rely on any oral representation concerning License Agreements. The entire License Agreement is expressed in writing. The License Agreement supersedes any understanding that may have been understood verbally, and neither the Licensee nor UHS are relying on any oral agreement or representation or any understanding of fact or law that is not expressed in writing.

Paid Wait List

In the event UHS reaches full occupancy, a limited number of payments will be receipted as a "paid waiting list". If UHS is unable to accommodate Licensees on the paid waiting list, a full refund will be generated and returned to the Licensee's permanent address (application fees are non-refundable). Licensee may contact UHS at any time to be removed from the paid waiting list and receive a full refund. Licensees who do not want to be on the paid waiting list should indicate so on their online application.

Parking at Campus Village

A limited number of Campus Village parking permits are available for the Campus Village parking garage. Campus Village parking permits are valid in the CV parking structure only, and are not valid in any other SJSU lot, structure or street. Campus Village parking permits are available to residents of UHS only. Permits are issued on a first requested, first assigned basis. To apply for a Campus Village parking permit, applicants may request parking while completing the online application and must enter all car information (make, model, year, color, license plate) or may email the Housing Office at uhs-frontdesk@sjsu.edu. All requests received after Campus Village parking permits have been assigned will be placed on a parking waiting list. Notification of status (approved or wait list placement) will be sent via the MySJSU messaging system or email. Any vehicle parked in the Campus Village parking garage without a valid permit will be subject to citation by UPD and may be towed at owner's expense. Parking permits are not transferable. Residents' access card will allow access to the assigned residential building and the Campus Village parking garage.

Vehicles must be parked inside the white lines of the designated stall. Park only in designated locations as allowed by the parking space, parking in red zones is not permitted. Vehicles parked

in disabled spaces without a valid disabled permit may be towed and stored at owner's expense. Vehicle ID (make, model, year, color, license plate) will be provided to University Police Department, should any information change, changes must be submitted to the UHS office promptly to avoid a citation.

Parking permits should be affixed to the lower left-hand corner of the rear window. If rear glass is tinted dark, the sticker may be placed in the front drivers side windshield. This permit is a "static" sticker and can easily be removed. If you are assigned motorcycle parking, while the permits cannot be displayed, you will still need to maintain possession of the parking permit assigned to you. Guard your permit against theft as there is a \$25.00 replacement fee for lost or stolen permits. Parking permits are non-transferable and may not be used by anyone other than the authorized resident.

The parking gates are equipped with an "Anti-Pass Back" feature, which enables a car to enter and exit in sequence only. If a resident comes in, they must exit. The access cards are not to be used for pedestrian or bicycle access through the parking garage gates. The entrance and exit gates will not function without an automobile on the sensors. This function is to prevent unauthorized automobiles in the parking garage. Residents who allow others access into and out of the Campus Village parking garage with their access card, or who use their access card without their automobile are in violation of the Anti-Pass Back policy and will be subject to fees and student conduct action.

The first violation of the Anti-Pass Back policy will result in a \$50.00 fee. The second violation will result in a \$100.00 fee and documentation resulting in student conduct action. Residents who violate the Anti-Pass Back policy a third time will be fined \$150.00 and will have parking privileges revoked for the remainder of the academic year.

If a resident has requested and been assigned a Campus Village parking permit and no longer requires a parking permit for the Campus Village parking garage, the UHS office must be notified via a written cancellation request. Residents who request to cancel parking will be charged a 30-day pro-rated parking amount (if there is no parking waitlist). Residents who are assigned a Campus Village parking permit, however, fail to pick up their permit within 30 days of being issued, will have their parking permit automatically cancelled and no refunds will be issued.

Residents who become delinquent will have parking access privileges revoked. No refunds will be issued for denial of access.

Residents of the Suites, Classics (Joe West and Washburn Hall) and CV2 are granted access to the Campus Village parking garage for the term of their license, no access is permitted during the Winter Break period and vehicles must be removed or Licensee will be charged for the winter break period.

At no time is there to be storage of any inoperable vehicle in the Campus Village parking garage. All vehicles parked in the garage must also be free of all types of fluid leaks. If the vehicle leaks,

the owner will be held liable for any cleanup of the garage floor and or damages that it may cause to the garage or other vehicle.

Violation of these policies will result in referral to the student conduct process and may lead to the revocation of parking privileges. Refer to the Community Living Handbook for further information regarding UHS rules and regulations and the student conduct process.

Licensee agrees to accept financial responsibility for any loss or damage to personal property or personal vehicle belonging to Licensee and their guests and invitees that may be parked in the Campus Village parking garage, caused by theft, fire, vandalism or any other cause. University Housing Services assumes no liability for any such loss. It is suggested that Licensee obtain and maintain throughout the term of the license a policy of automobile insurance from a recognized insurance firm, covering Licensee's liability and personal property damage (if Licensee utilizes the Campus Village parking garage).

Passive Involvement

Residents are responsible for the choices they make. In the presence of a policy violation, residents may attempt to stop the violation, contact residential staff and/or immediately remove themselves from the situation and the vicinity of the violation. If a resident chooses to remain at the scene of a policy violation, he/she will be included on the Incident Report and may also be held accountable for a policy violation.

Payment of Fees

Academic Year: The Licensee is responsible for payment of fees for the period of August 15, 2026, through and including May 23, 2027 for the CVA and CVB Apartments; and August 15, 2026 through and including May 22, 2027 for the Suites, Classics and CV2.

Summer: Residents who have completed a summer online application and paid all applicable fees will be responsible for fees from May 23, 2027 if transitioning from CVA or CVB (or from May 22, 2027 if transitioning from the Suites, Classics or CV2), through the date of check out either, August 15, 2027 (not licensed, returning residents for the 2026/2027 academic year); August 8, 2027 (not licensed, returning residents for the 2026/2027 academic year attending summer classes); August 8, 2027 (licensed returning residents for the 2026/2027 academic year).

Licensee should carefully read the Payment Information section of this License Booklet and submit required initial housing payment along with their required online application and \$50 non-refundable application fee. If the Licensee is assigned to a housing space after the academic year begins, the Licensee shall be charged a pro-rated fee for the balance of the academic year. If Licensee's account becomes delinquent, Licensee will be charged a \$75.00 late fee for every month the account is delinquent, and action will be taken to block registration and withhold records. See additional information in the Payment Information section at end of this License Booklet.

Personal Property

The University is not liable, directly or indirectly, for the personal property of residents and guests due to loss by theft, damage by fire, damage by water, or any other cause.

Residents are encouraged to purchase personal insurance, such as a renter's policy, to cover such incidents. To secure personal property, residents are urged to keep bedroom, suite, and apartment doors locked at all times.

Pets

The health and safety of residents is important to the community. Due to concerns for health, safety, sanitation, noise, and humane treatment the only pets permitted in Residential Life facilities include fish and aquatic turtles. Pets must be retained in freshwater aquariums that may not exceed 10 gallons in size. Pets and their environment must be properly cared for and maintained. Failure to follow the pet policy may result in your pet privileges being revoked and/or student conduct action being taken.

Animals are not permitted to visit or live in the residence halls, except for registered service or support animals. Residents must provide the Accessible Education Center with documentation from a doctor as to the resident's need for a service or support animal. Animals are not allowed in the residence halls until approved by both the Accessible Education Center and University Housing Services.

Photography

Persons in bedrooms, bathrooms, and dressing areas are off limits to filming, recording, and photography without specific resident and/or UHS Media Relations consent.

Posting Policy

According to S12-6, Policy Recommendation, Advertising Campus Events: Flyers, Banners, Chalking, etc. members of the SJSU community (faculty, staff, and recognized student organizations) can advertise campus and broader community events and activities in University controlled spaces. This policy applies to postings in University controlled spaces, not individual, department, or College controlled spaces. Posting in residential halls and residential dining halls is not governed by this policy. Posting in these locations is regulated by University Housing Services. The complete Advertising Campus Events: Flyers, Banners, Chalking, etc. document may be found at <https://www.sjsu.edu/getinvolved/student-orgs/handbook-and-policies.php>

The Executive Director of University Housing Services or their designee(s) must approve any postings found within University Housing facilities. Postings must adhere to S12-6, Policy Recommendation, Advertising Campus Events: Flyers, Banners, Chalking, etc. <https://www.sjsu.edu/getinvolved/student-orgs/handbook-and-policies.php> This policy does not apply to University Housing staff, hall government, NRHH or RHA postings. Only University Housing staff, hall government, NRHH or the RHA may post on the approved areas of UHS facilities. Any posting violations will be removed, and people found posting illegally may be sanctioned. More information can be found at https://www.sjsu.edu/president/docs/PD_01-01.pdf

UHS Posting Procedures:

1. Only SJSU Departments and Registered Student Organizations may request to post items in the Residence Halls and Apartments.
2. All event advertising must include an accessibility statement with contact information.

3. To request items to be posted, flyers/posters must be brought to the UHS Housing main office located in the Campus Village Building B 2nd Floor **at least 2 weeks prior to the event date** and receive approval by Residential Life. SJSU departments and Registered Student Organizations whose flyers and posters are approved will be posted. Those who are not approved will be contacted and the items returned if desired.
4. We give priority to University Housing Services as well as campus wide initiatives and events.

For questions, please contact University Housing Services at 408-795-5600.

Public Health and Safety

The University reserves the right to close the residence halls if the State of California or the Chancellor of the California State University system determines that such a closure is required to protect the public health and/or safety of residents.

Quiet and Courtesy Hours

As a part of San José State University, UHS is an extension of the academic environment that exists on campus. To support this living and learning environment, the following quiet hours are enforced:

Sunday-Thursday 10:00 p.m. - 8:00 a.m.

Friday and Saturday 12:00 a.m. - 10:00 a.m.

Quiet hours are extended to 24 hours during final exams. During quiet hours, noise should not be heard between the CVA and CVB Apartments, between bedrooms, or between the common areas and the bedrooms - to the extent that is humanly possible, given the community design of the facilities. Quiet hours apply to the entire complex, including the Campus Village Courtyard and grounds.

During quiet hours, noise, conversations, or music from the grounds should not be heard by residents or disturb residents in their bedrooms or apartment.

Courtesy Hours are in effect 24 hours a day, seven days a week. During these times, residents may play their music and talk in the hallways. However, any resident may request that another resident or group of residents cease any activity, which is interfering with their ability to study, rest, or enjoy the community. At these times, academic and health considerations are the priority.

Audible amplification (electrical or otherwise) of any musical instrument is not permitted within the residence halls or the CVA or CVB Apartments. Headphones are recommended when using equipment that may be disruptive to others. With the exception of UHS-sponsored or approved events, noise, or music, activities on UHS grounds should not be so loud as to disrupt other residents. Music should not be played at a level where it disturbs other residents. Stereo equipment and speakers are expected to be of a size and power that are appropriate for high-

density community living. University Housing staff may request that stereos or other devices that pose a repeated disruption be removed from UHS facilities.

Within an apartment, or on a floor, residents may agree to extend quiet hours. Floors that choose to designate extended quiet hours must post these hours clearly in the lobby of that floor.

Residents who do not adhere to this policy may be relocated to another building or removed from housing.

Residents are expected to communicate with their neighbors and confront unacceptable noise behavior prior to contacting a Residential Life staff member to address the violation. When a reasonable request is made in one of these situations, a resident must comply or face possible student conduct action. If personal attempts do not resolve a noise issue, please consult with a Resident Advisor.

Recreational Equipment/Sports

Riding a bicycle, scooter, skateboarding, rollerblading, playing ball or Frisbee, or playing any other sports is prohibited inside University Housing facilities.

Recreation/sports equipment may be carried through a residence building to a bedroom/suite/apartment.

No person shall operate a scooter, skateboard, bicycle, roller skates, or roller blades in University Housing parking lots, parking structures, on the plaza, or on other property of the complex. See Presidential Directive 90-01 for further explanation (<http://www.sjsu.edu/president/directives/>).

Frisbee, catch, and other such low-impact/low-risk games are permitted in outside area as designated by University Housing Services staff.

Recycling

Recycling is encouraged if it is part of a UHS-organized and approved program.

The placement of any approved recycling materials (paper, bottles, cans, etc.) outside of UHS designated areas is not permitted. Only materials designated for recycling may be left in these areas. Do not place trash in recycling containers. Joe West Hall is one stream (mixed trash and recycling containers).

No person, other than authorized University employees or contractors shall remove recyclable materials which have been placed in designated recycling collection locations. Any removal of recyclable materials from designated recycling collection locations is prohibited. Violation of this prohibition is a misdemeanor pursuant to Education Code Section 89031 and may result in civil fines pursuant to Public Resources Code Sections 41950 & 41951.

Please see a Residential Life staff member for further clarification or to find out how to get involved with the recycling programs.

Refunds

UHS encourages all residents to register for [e-refunds \(direct deposit\)](#) to ensure refunds are received as quickly as possible. Visit the Bursar's website for instructions on how to register.

UHS will generate a refund in the case of a credit balance, under the following conditions:

1. Applicant/Resident has submitted all required documents to cancel their Housing License Agreement and it has been approved;
2. All future housing charges for the current fee period are paid in full;
3. There are no housing debts for prior year license;
4. There are no outstanding SJSU debts;
5. Payment was not made with a personal check within the last 21 calendar days (if so, there will be a waiting period);

Note: Refund is made in the name of the Licensee; Refund is generated in four to six weeks. Installment fees assessed for Housing Installment Payment Plan are not subject to refund after the installment fee has been posted to the resident's account. Resident Activity Fees are not subject to refund after the start of the contract period. In the rare case a refund is issued in error, Licensee is required to repay the refund amount.

Relations

Any resident who poses a safety concern may be asked to leave the apartments or residence halls; denied access to the apartments or residence halls until Counseling and Psychological Services has assessed, and/or required to commit to a behavior contract as prescribed by a UHS staff member. UHS reserves the right to remove any individual exhibiting behavior deemed by the University as a threat to the community.

Right of Entry

University Housing staff shall reserve the right to enter the premises occupied by residents for the purposes of emergency, health, safety, maintenance, management of applicable rules and regulations, or for any other lawful purpose. UHS shall exercise these rights reasonably and with respect for each resident's right to be free from unreasonable searches and intrusion into study or privacy.

Roofs

Residents are not permitted on the roofs of any residential facility. Retrieval of articles from any roof must be done by authorized UHS staff.

Room/CVB and CVA Bedspace (not unit) Apartment Assignments

Residents will be assigned to their preferred hall/apartment or room and occupancy type whenever possible based on the date their Annual Housing License Agreement and payments are received. UHS will make every effort to assign residents to the requested area or community and occupancy type based on preference and qualifications required to meet established criteria of any community yet reserves the right to assign any resident to any space based on administrative need, regardless of resident qualifications.

Inability by UHS to honor assignment preferences will not void this License Agreement.

Roommate assignments in CVA, the Suites, CV2 and Classics are made for same gender only (CVA residents may request an exception to this policy at the UHS Housing Desk). Roommate assignments in the CVB Apartments are also same gender unless co-ed housing is specifically requested on the Housing Application. (While co-ed housing is co-ed by apartment, the bedrooms remain single gender. Transgender students may contact the UHS Behavioral Case Manager to discuss assignment options.) To preference a specific roommate, both Licensees must submit their License Materials within one week of each other. All roommates must request the same living options and preferences on the online application, i.e., 3-bedroom double, 4-bedroom suite, etc. Roommate requests submitted after these dates are not guaranteed.

Every resident is assigned to a specific room and bed space and must occupy only the assigned room and bed space. Failure to do so will result in charges of \$100.00 in liquidated damages per day. New residents may be assigned at various times during the year; therefore, vacant bedrooms/bed spaces may become occupied without prior notice.

Consolidation may have to occur as a result of spaces not being occupied. Should this occur residents may be given an option of choosing their own space before one is assigned. UHS reserves the right to change the resident's assignment within the housing facilities with a 24-hour notice for reasons of health, student welfare, administrative necessity, as a result of administrative action, or in accordance with the Room Consolidation policy. Residents may be responsible for any additional charges resulting from re-assignment such as cable, phone, etc. Room changes are not permitted without approval of the Residential Life Coordinator or the Assignments Specialist.

Any resident who is assigned a move-out date due to room/apartment change, cancellation or administrative necessity must move by the date and time specified by the Director, Residential Life Coordinator or designee. Residents who fail to move out by the date and time specified, or who change rooms without prior written approval from UHS staff, will be charged \$100.00 per day liquidated damages in addition to regular room and board fees (and parking if applicable), an improper check out fee and will be subject to disciplinary action.

Room/Apartment Preparedness

Every resident is assigned a specific room and bed space and must occupy only that assigned room and bed space. Residents may not occupy other bedrooms for guests or storage. All unassigned room and bed spaces must be prepared and ready for a new resident/roommate at all times or current resident will be charged \$100.00 per day liquidated damage charges.

Room and Roommate Changes

The UHS staff reserves the right to make assignments and changes as necessary. 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 apartment/room changes will occur during the first few weeks of the semester. Failure to go through the correct Apartment/Room Change or Swap process will result in each resident who has changed apartments or rooms moving back to their original apartment or room and a fine of \$100.00 per day for moving without approval and disciplinary action.

There is a Room Change/Swap process that occurs in late September. Residents going through this process successfully will not be charged a \$50.00 processing fee. Participating in this process does not guarantee approval, and only residents who are approved may move. Details on this process will be posted at the beginning of the semester. Residents may not change apartments/rooms unless they are notified that their request was approved and will need to move by the assigned date.

After the room change period, UHS will consider apartment/room changes on a case-by-case basis. Residents may not switch rooms without approval from their Residential Life Coordinator. UHS strongly encourages residents to first try and resolve the conflict with their roommate and ask for help if necessary. Resident Advisors (RA) and Residential Life Coordinators are all resources for residents to try and work through their problems before switching apartments/rooms. Failure to utilize these resources before requesting a room change will result in a delay in the process.

Room changes may result in additional charges. The licensee will be responsible for all costs associated with community or occupancy type changes as a result of a room change. Charges will be assessed immediately following room change and will be due on next scheduled payment date, or approximately two weeks later if the last payment due date has passed. UHS staff are available to assist residents with roommate issues that may arise but are not intended to solve the problems for residents. Residents are expected to communicate openly and honestly with one another and make a genuine effort to resolve their own issues before going to the RA. If the residents and RA cannot resolve the situation, the residents will be referred to the Residential Life Coordinator.

To assist in the communication process, the creation of a roommate agreement for each room/suite/apartment is required. The RA will bring a form to the resident during the first week of class or whenever they request. Agreements must be completed by September 30. If residents move at any other time, agreements will be expected within one week of the change. The agreements will be kept on file with the Residential Life Coordinators.

Once residents have explored all of the options in resolving the conflicts, they may discuss a room change with their Residential Life Coordinator. If allowed to switch rooms, a \$50.00 processing fee per resident moving will be charged (if change occurs outside of the designated Room Change/Swap process).

The \$50.00 fee will be assessed for any room change outside of the designated Room Change process, whether the move is requested by the resident or administratively necessary due to conflicts, student conduct issues or administrative necessity.

Any room changes needed due to extenuating circumstances outside of the designated Room Change process time will be determined by a University Housing Official/Residential Life Coordinator. The residents involved will then need to complete additional paperwork and will be issued access to their new assignment. The access to the previous room/suite/apartment will end within 48 hours. Residents will need to check out between 5:00 p.m. and 10:00 p.m. at the courtesy desk located in their building or hall to complete their inventory sheet and the checkout

process. The resident is responsible for any charges that may be assessed for the new occupancy type.

Security/Door Propping

Residents receive a key and an access card that opens their bedroom doors and the entrance doors. Residents are encouraged to lock their bedroom/unit doors at all times and to not hold the entrance/exit gates open for unknown persons. If a resident lives in a UHS facility, they have an access card for entrance into the building.

A resident **MUST NOT** prop any door at any time due to fire, theft, and other safety concerns. Propped doors allow uninvited people to enter UHS facilities and breach the safety of each resident's person and property. Doors are also fire rated for 1 hour and keeping them closed is essential in preventing the spread of fires. For some of the entrance doors, an alarm will sound if the door is held open for more than 30 seconds and others are emergency exits only with alarms that sound immediately. Please be aware of this and keep doors closed so as to not disturb other residents in the community. Doors found propped should be un-propped and reported to the RA on duty or the Courtesy Desk immediately.

Smoking/Vaping

San José State University is committed to promoting a healthy learning and working environment. Consistent with this commitment and in accordance with [Presidential Directive 2014-01](#), smoking and tobacco use is prohibited in all indoor and outdoor areas on campus, including all residential facilities, vehicles and parking lots. The sale of tobacco products is prohibited, as is tobacco related advertising and sponsorship.

“Smoking” is defined as inhaling, exhaling, burning or carrying a lighted cigarette, cigar, pipe, hookah, cannabis, vape pen or electronic cigarette (e-cigarette). “Tobacco product” is any item containing tobacco leaf and any product containing biologically active amounts of nicotine that can be inhaled. It does not include any product designed and approved by the U.S. Food and Drug Administration for the use in treating nicotine or tobacco dependence.

Dismantling smoke detectors will result in student conduct action, UPD citation, and/or restitution for all repairs.

Residents who do smoke within UHS housing facilities are in violation of the License Agreement and are subject to criminal prosecution and University disciplinary proceedings which may be grounds for immediate disciplinary action and/or termination of the Housing License Agreement and revocation of the license granted hereunder. **Residents will still be responsible for the full amount owed in their Housing License Agreement for the academic year (or entire spring semester if new spring resident).**

Solicitation/Sales/Advertising/ Deliveries

As part of the greater San José State University campus community, UHS encourages individuals or organizations wishing to sell, solicit, or advertise products or services to do so through the avenues provided by Student Union, Inc., stipulated in [Presidential Directive 01-01 Time, Place, and Manner](#). As SJSU students, all UHS residents may take advantage of marketing

opportunities while on campus. However, solicitation, sales, and advertising either verbal or printed are not permitted in UHS facilities, except by authorized vendors and University Housing staff, and as permitted by the UHS posting policy. This includes, but is not limited to, the residential areas, the courtyard plaza, and University Housing grounds. Authorized vendors must have written permission in hand from the Director of University Housing or designee. No door-to-door solicitation is permitted, although UHS programs sponsored by University Housing staff, RHA or hall governments or approved residential organizations may be promoted door-to-door.

Residents are not permitted to operate a private business on any area of University Housing property or use the campus mailing address, Ethernet connection, or telephone for that purpose.

All advertising must comply with the UHS posting policy, which you may find at the main housing office. Any requests for exceptions must be submitted in writing to the University Housing Office. All vendors, product, and service deliveries (FedEx, etc.) requested by residents must be made in compliance with UHS security, and through the Mail Room. Packages received by the Mail Room will be available for pick-up during designated operating hours. Packages not claimed within seven days of initial notification will be returned to sender.

Disability-Related Accommodations

To be considered for a disability-related housing accommodation, students must:

1. Complete all steps of the [UHS application](#).
2. Register with Accessibility Education Center (AEC) by completing the [AEC Housing Application](#) on AEC's website. AEC determines eligibility and prescribes reasonable and appropriate housing accommodations for eligible students.

Accommodation requests will not be reviewed for approval until the [UHS Application](#) and [AEC Housing Application](#) are completed.

Disability-related housing accommodations are provided based on availability and approved only when AEC sends UHS the official Housing Accommodation Notification Letter.

Detailed information is provided on [AEC's Housing Accommodation Site](#).

Responses to the questions below are for informational purposes. You must complete the [UHS Application](#) and [AEC Housing Application](#), to be considered for housing accommodation.

Note: If you identify yourself as someone who requires assistance for safe exiting from a residence during an emergency, Residential Life Staff will meet with residents on an individual basis. For more information, please contact the UHS Office at (408) 795-5600.

Storage

Storage is limited to the closets located in resident rooms. The storage of any materials (boxes, furniture, etc.) in common areas of the residential facilities is not permitted. UHS does not provide storage facilities for campus residents. Residents may not store items in rooms that are not assigned to them.

Student Privacy (FERPA)

The Family Educational Rights and Privacy Act (FERPA) of 1974, helps protect the privacy of student records. The Act provides for the right to inspect and review educational records, to seek to amend those records, and to limit disclosure of information from the records. This generally includes records relating to on-campus housing. The Act applies to all institutions that are the recipients of federal funding. Students who are currently enrolled or formerly enrolled, regardless of their age or parental dependency status, are protected.

Students can go on-line and create an authorized user to view and pay fees. Log on to my.sjsu.edu and from the Student Center under Finances click **Payment Plans & Account Services > Student Account Options > Authorized User**. Information will be restricted to financial matters only. No grades, class schedules or academic holds will be indicated. Please refer to the campus main website for complete information.

Surveillance Cameras

Unmonitored surveillance cameras may be located in the stairwells and other common areas (e.g., lobby, lounge, laundry room, hallways, dining facilities, etc.) for the protection of residents. Exterior cameras may monitor outside areas near the residence halls.

Theft

Theft of, or non-accidental damage to campus property, or property in the possession of, or owned by, a member of the campus community, is prohibited. This includes borrowing without specific prior approval and includes the relocation of lounge or common area furniture.

Throwing Objects

Balls, sports equipment and any other item may not be used inside the residence halls. No object may be thrown or dropped from a window or opening. Window screens must be left intact. (Refer to Windows, Balconies, Screens and Patios.)

Trash Removal

Residents are responsible for disposing of their individual room/suite/apartment trash to the UHS-designated areas and may not let trash pile up in their room/suite/apartment. Residents may not place individual room trash in restrooms or common area trash cans. Residents are not allowed to dispose of large items, furniture, boxes, mattresses, electronic devices etc. in the trash rooms. Residents are responsible for disposing of these items on their own. Additionally, residents may not remove common area/trash room trash cans from their original locations. Removal of common area trash cans may result in a replacement fee.

Treatment of Indebtedness

Failure to pay housing fees or payment with a dishonored check that has not been redeemed by the university will result in the action described in Section 22 of the terms and Conditions of the Annual Housing License Agreement. It will also result in the University pursuing the debt via its in-house collection office, assignment of the debt to a private collection agency, suit filed in small claims court, disclosure of the debts, and/or judgment to a credit bureau organization, and/or submission of the name to the California State Franchise Tax Board for offsetting of state income tax refunds.

Submission of the debt to a collection agency will result in negative credit information reported to credit bureaus. If any of these collection steps are necessary, the debtor will be held liable for any reasonable costs incurred by UHS and SJSU to collect the debt.

Unauthorized Entry

Residents are not allowed in any other bedroom, suite, or apartment unless invited by the official occupant of that specific bedroom, suite, or apartment. Residents are not permitted in attics or mechanical rooms, on the roofs, or ledges of any property of University Housing Services.

University Policies (Student Conduct Code)

Residents are required to abide by all university policies as outlined in the SJSU Catalogue (available at the Spartan Bookstore or on the SJSU website). Refer to the catalogue for specific policy numbers.

Vandalism

Destruction or damage of property of the residence halls or apartments by a resident or guest is a violation of policy and will result in student conduct action and prosecution.

Weapons/Dangerous Items

Possession of weapons and explosives, including, but not limited to fireworks, firearms, live ammunition, BB guns, paintball guns, air pellet guns, toxic substances, highly flammable substances, and any knife having a blade longer than five inches is prohibited from use or storage in the residence halls. Possession of these items may result in revocation of the License Agreement.

Weights/Exercise Equipment

Weightlifting equipment is permitted in the apartments, suites, or rooms only if the total weight of any freestanding item does not exceed 25 lbs. Weight or exercise equipment may not be attached to the ceilings, doors, walls, and/or any structure within UHS facilities.

Windows/Balconies/Screens/Patios

Residents are not allowed to sit on the window ledge or balcony ledge of any residence facility window. Storage or hanging of any materials on window ledges/balconies is not permitted.

Residents shall not alter the structure of these areas.

Objects thrown from windows of buildings can cause severe damage; therefore, **nothing** may ever be thrown or hung/suspended from a window or set on a window ledge.

Residents who permit any item (liquid or solid) to fall, drop, or be thrown from any residence facility window will be in violation of UHS policy.

Laser lights and pointers may not be pointed out windows.

Screens are not to be opened or removed. Residents will be charged if screens are removed or missing. Window screens and limiters are not to be removed or tampered with. Residents will be

charged if limiters are removed or missing. Residents are prohibited from climbing in or out of a window except in case of fire.

It is prohibited to place furniture, including beds, in front of windows or doors. Blocking window or door egress is a violation of University Housing Policy

Even in high-rise buildings, people on the ground can see into windows, and residents within the UHS community can easily view activities occurring in other rooms within UHS facilities. Be mindful to keep window coverings closed when you desire privacy. Further, be reminded that UHS is not responsible for damages to your residential space that result from windows being left open. Be sure to close and secure your window upon leaving your room.

Residents may display signs and posters in their apartment/residence hall room windows as long as the signs and posters comply with [University policy](#). Postings must also comply with health, fire, and life safety codes. More information can be found at https://www.sjsu.edu/president/docs/PD_01-01.pdf

Campus Resources

Accessible Education Center (AEC)

College Professional and Global Education (CPGE) Building, 2nd Floor, (408) 924-6000

<http://www.sjsu.edu/aec/>

The Accessible Education Center offers an array of retention services to all registered students with disabilities (permanent and temporary). The following is a partial list of retention services: advocates to faculty and staff with accommodations and access; Alternative Media Center; an Adaptive Technology; personal/academic counseling; priority registration; readers; note takers; scribes; sign language interpreters; special admissions; test accommodations.

Associated Students Government Office

AS House 2nd Floor, (408) 924-6240

<http://as.sjsu.edu/>

Being active in student government helps to build your own leadership skills and gives you an opportunity to be a voice and representative of SJSU students.

Associated Students General Services Center

Student Union Room 1800, (408) 924-6200

<http://as.sjsu.edu/asgsc/>

The GSC is a hub for student business services and student organizations. The center provides check cashing, money orders, notarization, and faxing services while serving as a PG&E payment center on campus.

Associated Students Computer Services Center

2nd Floor, Student Union, (408) 924-6263

<http://as.sjsu.edu/ascsc/index.jsp>

100 station computer lab, providing the most major operating systems. Our computers also have DVD and CD burners. Additional services include laptop rental and computer repair, faxing, and copying.

Associated Students Print Shop

Student Union Suite 2600, (408) 924-6976

<http://as.sjsu.edu/asps/index.jsp>

Provides printing and duplicating services with excellent prices for Xerox and color copies, transparencies, enlargements, binding, resume paper, course readers, digital copying and lamination.

Associated Students Transportation Solutions Program

East Wing of Student Union, (408) 924-RIDE (7433)

<http://as.sjsu.edu/asts/index.jsp>

Take advantage of free rides on bus and light rail with your tower card, as well as personalized trip planning, carpool and bicycle enclosure services.

Associated Students Child Development Center

Child Development Center, (408) 924-6988

<http://as.sjsu.edu/ascdc/>

Childcare is provided for children aged 6 months to 6 years whose parents are SJSU students. The center offers flexible scheduling and a program that is developmentally appropriate for each age group. Licensed by the State Department of Education, the center offers a sliding scale to assist low-income families. Partially funded by student fees through Associated Students, the center also serves as a job site for students.

[Black Leadership and Opportunity Center](#) (BLOC)

Diaz Compean Student Union (SU), Room 1360 (across from Jamba Juice), (408) 924-5105

<https://www.sjsu.edu/thebloc/index.php>

Supporting and empowering Black students at SJSU

The Black Leadership and Opportunity Center is the hub for Black student life at SJSU. We provide cultural programming, professional development and academic initiatives that promote community building and overall student success.

Career Center

Administration Building, Main Entrance, Room 154

Accessible entrance, Room 255, (408) 924-6031

<http://www.sjsu.edu/careercenter/>

The Career Center provides services to assist students and members of the community in establishing career goals and developing effective job hunting strategies, including a Career Resource Center, career planning services, Cooperative Education Program, Sparta Jobs, a bank of jobs and internships, and a recruiting services program.

Center for Asian Pacific Islander Student Empowerment

Student Union Main Building first floor; (408) 924-3674

<https://www.sjsu.edu/capise/>

The Center for Asian Pacific Islander Student Empowerment (CAPISE) seeks to advance and support the holistic (academic, cultural, personal) needs of Asian and Pacific Islander students at San Jose State University through student empowerment and campus advocacy.

Cesar E. Chavez Community Action Center (CCCAC)

<https://www.sjsu.edu/as/departments/cesar-chavez-center/index.php>

Location: Diaz Compean Student Union, 1st floor, Suite 1550

The CCCAC connects SJSU students with civic engagement opportunities that deepen educational experience while promoting a lifelong commitment to activism and social justice, which are at the heart of the Cesar Chavez legacy.

Hours: 8am-5pm (Mon - Fri)

Email: as-communityaction@sjsu.edu

Phone: (408) 924 – 4144

Chicanx/Latinx Student Success Center (Centro)

Diaz Compean Student Union Room 1340 (across from Jamba Juice)

<https://www.sjsu.edu/chicanxlatinxssc/>

The Chicana/Latina Student Success Center, also known as Centro, provides community gathering space as well as programs and services to support the success of all Chicana and Latina students at SJSU.

Hours: 9am-6pm (Mon-Thurs), 9am-4pm (Fri)

Email: chicanalatinxssc@sjsu.edu

Phone: (408) 924 - 5102

Counseling and Psychological Services

Student Wellness Center Room 300B, (408) 924-5910

<http://www.sjsu.edu/counseling/index.html>

Professionally trained staff members provide confidential counseling services to all SJSU students. Various programs have been devised to help students handle the many pressures and demands that face them at different times. These include personal and group counseling, crisis counseling, educational counseling, referral and consultation services and special workshops. There is no charge to currently enrolled students for any of these services.

The Commons

Corner of 8th and San Salvador Streets, behind Joe West Hall, (408) 924-1740

<https://www.dineoncampus.com/SJSU>

The Commons offers breakfast, lunch and dinner on weekdays; and brunch and dinner on weekends when the University is in session. Please refer to your specific meal plan to determine your meal options.

Meal Service Hours

Weekdays

The Commons is open continuously from 6:30 a.m. – 1am Monday – Thursday, and from 6:30 a.m. – 9:00 p.m. on Friday

Weekends

Weekend hours are 9:00 a.m. – 9:00 p.m.

Sick Pass Meals

A sick pass is afforded to residents who are ill. Residents can send a friend or roommate with their meal card for a takeout meal. Please note that The Commons is wheelchair accessible.

Event Center

290 South 7th Street, (408) 924-6360 (Box Office)

<http://www.union.sjsu.edu/ec/>

The Event Center includes 10 racquetball courts, an aerobics room, fitness room a mini-gym, box office and health bar. Facilities include showers and day-use lockers.

Financial Aid

Student Services Center, (408) 283-7500 ext. 4

<http://www.sjsu.edu/faso/>

The main activity of Financial Aid is to process financial aid applications for SJSU students so they have money to go to school. Each year over 10,000 applications are received for grants, loans, and work-study. Drop-in appointments are available throughout the semester on a first-come, first-served basis. Students can make an appointment to discuss their status with a financial aid counselor.

Educational Opportunity Program (EOP)

<https://www.sjsu.edu/eop/eop/index.php>

Clark Hall, First Floor

The EOP provides assistance to first-generation, limited-income, undergraduate students with services that support the students' academic, career, financial, professional, and personal growth to EOP-eligible undergraduate students considered California residents or AB540 students.

Hours (Front Desk): 9am-5pm (Mon-Thurs), 9am-4pm (Fri)

Email: eop@sjsu.edu

Phone: (408) 924 - 2637

Gender Equity Center

Student Union Level 1, Room 1650, (408)-924-6500

<https://www.sjsu.edu/genec/about/staff.php>

Guardian Scholars (Foster Youth)

https://www.sjsu.edu/guardianscholars/index.php?utm_source=redirect&utm_medium=website&utm_campaign=eop-to-gsp

Clark Hall, First Floor

Guardian Scholars is committed to supporting students who have experienced Foster Care and students who are determined Independent through the Office of Financial Aid and Scholarships.

Hours (Front Desk): 9am-5pm (Mon-Thurs), 9am-4pm (Fri)

Email: guardianscholars@sjsu.edu

Phone: (408) 924 - 2637

Information Technology Services

Clark Hall, first floor, 408-924-1530

<http://its.sjsu.edu/>

Residents must contract with the SJSU Telecommunications Department for telephone equipment, dial tone, on-campus, direct dial, local, and long distance calling privileges. For phone repair, please call 795-4636.

International Student and Scholar Services (ISSS)

<https://www.sjsu.edu/iss/index.php>

Student Union - CPGE

The ISSS cultivates a supportive and inclusive community by centralizing immigration advising resources and co-curricular support programming for F-1 and J-1 international students and scholars. The ISSS is committed to the success and well-being of SJSU's international community and strive to enhance the student's and scholar's educational and social experiences throughout their time at SJSU and beyond.

Email: international-office@sjsu.edu

Phone: (408) 924 - 5920

[Join ISSS's Facebook!](#)

[Join ISSS Instagram!](#)

[Join ISSS's LinkedIn!](#)

Library

Martin Luther King Jr. Library, One Washington Square, (408) 808-2000

<http://library.sjsu.edu/>

The Martin Luther King Library has an extensive collection of books and periodicals for your research needs. Additionally, there are computers available to compliment your work.

Mail Service

Residence Halls

Mail service is provided at the Joe West Hall Resident Mailroom, 1st floor of Joe West Residence Hall, during the academic year. Resident mail is delivered to the Joe West Mailroom except for I-House and Spartan Village on the Paseo. I-House and Spartan Village on the Paseo mail will be delivered to their respective locations. Mail is delivered daily in mailboxes in the late afternoon, excluding Sundays, federal holidays, and when the campus is closed. Your mailbox number was provided during move in. Please note that package pick-up is also located at the Joe West Resident Mailroom. The mailroom does not accept outgoing mail. Outgoing mail is accepted at the Post office on First Street and St. James Street. For mail to be promptly delivered, it should be addressed (in English) as follows (see the directory in the front of this handbook for specific hall street addresses):

Your full first and last name

375 S. 9th Street, Room # XXXX (your room number)

San José, CA 95112

Mail for CVA residents is located in Campus Village A on the 1st floor. The address is:

Your full first and last name

380 S. 9th Street, Room # XXXX (your apartment number)

San José, CA 95112

MOSAIC

Student Union Main Building first floor, (408) 924-6255

<http://www.sjsu.edu/mosaic/>

MOSAIC, SJSU's Multicultural Center is dedicated to increasing students' multicultural awareness, knowledge and skills through innovative multicultural learning opportunities such as programs, workshops, discussions, support and resources.

Native American Indigenous Student Success Center (NAISSC)

Spartan Memorial Chapel

<https://www.sjsu.edu/naissc/> Hours: 9am-5pm (Mon-Thurs), 9am-4pm (Fri)

The Native American Indigenous Student Success Center is a community of support of Native American Indigenous students at SJSU.

Email: naissc@sjsu.edu

Phone: (408) 924 - 7304

Office for Title IX and Equal Opportunity

<https://www.sjsu.edu/titleixeo/>

Clark Hall 1st Floor, Room 126

The Office for Title IX and Equal Opportunity offers support and resources for those who are impacted by protected status discrimination, harassment, and related retaliation; disciplinary investigations involving any violation of the CSU Nondiscriminatory Policy; and trainings on the office's services, as well as the CSU's policies on discrimination, harassment, sex-based misconduct, and related retaliation.

Resources for:

- [Complainants](#)
- [Respondents](#)
- [Witnesses](#)

Hours: 8am-5pm (Mon-Fri)

Email: titleixeo@sjsu.edu

Phone: (408) 924 - 7290

PRIDE Center

Student Union Main, 1st Level, (408) 924-6157

<https://www.sjsu.edu/pride/>

The PRIDE Center is here to support and advocate for all members of the LGBTQIA+ community, so that students feel safe, welcomed, and respected on campus. If you are looking for personal or academic support, the Center hosts a wide variety of resources to help you achieve your goals.

SJSU Cares

<https://www.sjsu.edu/sjsucares/>

SJSU Cares provides essential resources and support to help students overcome challenges.

SJSU Cares partners with you on overcoming barriers to your basic needs and well-being by offering holistic and personalized support, resources, and referrals to meet life's challenges.

Hours: 9am-5pm (Mon-Fri)

- Closed for Lunch 12 - 1pm (Mon-Fri)

Email: sjsucares@sjsu.edu

Phone: (408) 924 - 1234

Location: Clark Hall Room 140

Spartan Food Pantry

<https://www.sjsu.edu/sjsucares/get-assistance/spartan-food-pantry.php>

Diaz Compean Student Union (exterior entrance across from Engineering Rotunda)

The Spartan Food Pantry is a walk-in, full-service, staffed, food assistance program offering non-perishable goods, fresh produce, and refrigerated items to eligible students.

Hours: 10am-5pm (Mon-Fri)

Email: sjsucares@sjsu.edu

Phone: (408) 924 - 1234

[Follow SJSU Cares Basic Needs Facebook!](#)

[Follow SJSU Cares Basic Needs Instagram!](#)

Spartan Recreation

SRAC, (408) 924-6368

<https://www.sjsu.edu/studentunion/spartan-recreation/index.php> Get involved with fitness, open recreation, intramural sports, adventures and special events!

Student Ombuds

<https://www.sjsu.edu/ombudsperson/>

Administrative Building, Room 271 (Second floor)

The mission of the Student Ombudsperson is to advocate for procedural fairness, support the integrity of the campus and procedures, and ensure the equity of procedural application.

Schedule an appointment by filling out an [Ombuds Intake Form](#) for consultation informally and confidentially.

Email: ombuds@sjsu.edu

Phone: (408) 924 - 5995

Survivor Advocate Services (SAS)

<https://www.sjsu.edu/wellness/access-services/survivor-advocacy-services.php>

Student Wellness Center (3rd floor)

SJSU SAS offers a safe and supportive environment for people who have been impacted by sexual violence, intimate partner violence, domestic violence, and stalking. We are a confidential resource for SJSU students, faculty and staff members where you can discuss what happened without notifying the Title IX office or law enforcement. Services include: Advocacy, Accompaniment, Accommodations, Crisis Counseling, Educational Opportunities.

To schedule an appointment please call or email

Hours: 8:30am-4:30pm (Mon-Fri)

Email: survivoradvocate@sjsu.edu

Phone: (408) 924 - 7300

Student Health Center

One Washington Square (Across from the SJSU Event Center), (408) 924-6122

<http://www.sjsu.edu/studenthealth/>

The role of the SJSU Student Health Center is to serve all registered students by providing treatment and care in support of the student community's well-being. Not only can you receive attention for acute conditions, injuries, and illnesses from licensed physicians, the Health Center also provides support services such as a laboratory, pharmacy, physical therapy, radiology, dermatology, podiatry and sports medicine.

In addition, our Wellness and Health Promotion team provides support in educating the student community on a variety of topics such as stress, sleep, healthy relationships, nutrition, alcohol use, sexual wellness, and much more.

Student Involvement

Student Union, Suite 1400, (408) 924-5950

<http://www.sjsu.edu/getinvolved/>

The importance of attending college is not only to get a degree, but to get an education! Through co-curricular activities, students develop critical thinking skills; practice effective communication; build multicultural competence; learn the importance of active citizenship; gain

practical competence/life skills; discover their leadership and interpersonal style; and overall, feel more connected to their peers, staff, faculty, and the overall campus community.

Student Union Information Desk

Student Union, (408) 924-6350

<http://www.sjsu.edu/studentunion/>

The Student Union is the hub of campus activity. Located in the Student Union are ballroom and meeting rooms, television and study lounges, music listening room, event services, information center, bowling center (bowling, billiards, ping-pong, table games, pinball and video games), Spartan Bookstore, Spartan Food Service, Associated Students General Services, and Associated Students Computer Center.

Testing Office

Industrial Studies Building Room 228, (408) 924-5980

<http://testing.sjsu.edu/>

Trained staff administers and scores a variety of tests to students: personality, vocational interest, and aptitude tests. Students who wish to earn credit-by-examination in specific courses are tested here. Students may also earn waivers of state and local graduation requirements by successful completion of exams. The department staffs an active admission and certification testing program as well as offering College Level Examination Program tests for college credit (for matriculating SJSU students only).

UndocuSpartan Student Resource Center

<https://www.sjsu.edu/undocuspartan/>

Clark Hall 100G, 1st Floor

UndocuSpartan Student is committed to creating an informed and affirming learning environment for undocumented students where they can be empowered and engage in transformational opportunities that support their personal, academic, and career growth.

Hours: 9am-5pm (Mon-Thurs), 9am-4pm (Fri)* Closed 12-1pm during business hours

Email: undocuspartan@sjsu.edu

Phone: (408) 924 - 2762

[Schedule an Appointment](#)

[Email Sign-up](#): receive email updates and announcements.

Please note, services are offered primarily in English.

[Instagram](#)

[Youtube](#)

Veterans Resource Center

<https://www.sjsu.edu/veterans/>

Diaz Compean Student Union, Room 1500

Hours: 9am-8pm (Mon-Thurs), 9am-5pm (Fri)

Email: veterans@sjsu.edu

Phone: (408) 924 - 8129

The SJSU Veterans Resource Center is a one-stop resource center proudly supporting all veterans, reservists, guard members, active duty personnel and veteran dependents.

[Live Chat with Veterans Center](#) 9am-5pm (Mon-Fri)

Study Resources

Being a student at SJSU, academics are the top priority. To assist you with some basic needs, we have created the following Study Resource Guide.

Spartan Hub

Located right in your neighborhood on the first floor of the Campus Village B Apartment building, next to the Resident Activity Center, the Spartan Hub is open Sunday through Thursday from 5:00 pm to midnight with extended hours during finals week. The Study Hub provides workshops, tutoring, advising, study space, and many resources to support your academic and educational aspirations.

Study Areas

Each Residence Hall has designated study areas. In the bricks, the second and third floors have a study lounge and the formal lounge on first floor is a study space as well. Joe West has a study area on all floors except floors 4, 7, and 10. In the Martin Luther King Jr. Library, certain areas have been designated “Quiet Study” areas. Please show consideration for other students by not creating unnecessary noise in these areas.

Tutoring

Many students find the academics rigorous and difficult to adjust to. This does not mean that success is impossible. Tutoring is often a viable and positive option to dropping a course. Contact one of the many tutoring programs listed for current schedules.

Peer Connections

Student Services Center 600, (408) 924-2587

<http://peerconnections.sjsu.edu/>

The LARC provides advising, tutoring, and assistance for a variety of majors: African American Studies, Anthropology, Biology, Chemistry, Communications, Computer Science, Engineering, Foreign Language, History, Journalism, Mathematics, Occupational Therapy, Physics, Sociology, Statistics, and Writing.

[Louis Stokes](#) Alliance for Minority Participation (AMP)

Duncan Hall 214

<http://www.sjsu.edu/science/programs/institutes/>

The Alliance for Minority Participation assists underrepresented ethnic students by helping them define and achieve their educational goals. The Alliance for Minority Participation also sponsors academic excellence workshops for math and science courses. Contact them for more information or an application.

ASPIRE

Student Services Center 518, (408) 924-2540

<http://www.sjsu.edu/aspire/>

Tutoring is available in over 1,000 courses, including math, science, business, humanities, social science, and engineering for low income, disabled, or first generation students. In addition, ASPIRE offers academic advising, study skills workshops, and social activities to encourage friendships among ASPIRE students.

Business Tutorial Center

Business Classroom 008, (408) 924-3435

Chemistry Student Assistance Center

Duncan Hall 504, (408) 924-5504

Engineering

Engineering 493, (408) 924-3800

<http://engineering.sjsu.edu/>

Each of the nine different engineering departments offers its own tutoring program. Please visit the Engineering website for more information.

Philosophy Center

Faculty Offices 231, (408) 924-4466

http://www.sjsu.edu/philosophy/resources/Phil_Center/

For students enrolled in the qualitative reasoning courses, the Philosophy Department offers a logic homework lab. Logic Lab offers tutoring to those who need assistance in philosophy.

Mentor Net

<http://www.mentornet.net>

Mentor Net offers engineering and science mentoring through e-mail.

MESA Engineering Program

Duncan Hall Room 241, (408)-924-3798

<http://www.mesasjsu.org/>

MEP offers tutoring to underrepresented students having difficulty in math, engineering, and science related fields, as well as advising for students pursuing a career in one of these fields.

Reading Lab

Sweeney Hall 231

For students who have a reading problem - speed, vocabulary, comprehension, or study skills - the Reading Lab offers free diagnostic tests and individualized tutoring programs. Students may utilize tutors, self-programmed materials, and visual aids to overcome specific reading problems.

Reading Services (Accessible Education Center))

Administration 110, (408) 924-6000

For registered students with visual or other print impairments, the Disability Resource Center provides readers free of charge to proctor tests.

Studies in American Language (SAL)

Industrial Studies building Room 227, (408) 924-2660

<http://www.sjsu.edu/igateways/>

SAL is a non-credit, intensive English program for international students planning to attend an American college or university, or for others who wish to improve their English skills. SAL is a self-sufficient program with its own application for admission and tuition fees.