



Campus Housing Policies and Regulations 2009-2010



Housing Services
1801 East Cotati Avenue
Rohnert Park, CA 94928
(707) 664-2541

Office of Residential Life
1801 East Cotati Avenue
Rohnert Park, CA 94928
(707) 664-4033

■ STUDENT CONDUCT ■

Students who reside within the Residential Community are expected to abide by:

1. Applicable State and Federal laws;
2. University regulations; and
3. Housing regulations

Residents who violate University regulations will be subject to University disciplinary procedures, which may affect their student status. Violations of Housing regulations effect campus residence eligibility. Infractions, which are also violations of state and/or federal law, are also subject to arrest by Police Services and prosecution within the legal system.

Housing, University Discipline and legal action are separate processes and have different burdens of proof. Residents and/or their parents who have questions about the policies, regulations or disciplinary procedures should contact the Office of Residential Life at (707) 664-4033.

Residential Community consists of all suites and apartments, meeting rooms, public and recreational areas, Zinfandel Marketplace, Zinfandel Dining Room, Ameci's, and surrounding parking lots.

■ DISCIPLINARY PROCESS ■

Students found in violation of the regulations included in this student guide will be held accountable for their actions and will face disciplinary action and/or legal prosecution. Students will also be held accountable for allowing or soliciting violations of procedures by their guest.

University Regulations Process

Residents who violate University Conduct Regulations (California Code of Regulations) will be referred to the Coordinator for University Discipline. Serious violations of Residential Community policy may also be referred to the University disciplinary officer. University disciplinary sanctions include but are not limited to:

- Referral to the University student disciplinary process;
- Suspension;
- Probation;
- Educational assignments.

University Conduct Regulations

The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community must choose behaviors that contribute toward this end. Student behavior that is not consistent with the Student Conduct Code is addressed through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences.

A) Student Responsibilities:

Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and to contribute positively to student and university life.

B) Unacceptable Student Behaviors:

The following behavior is subject to disciplinary sanctions:

1. Dishonesty, including:
 - a. Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
 - b. Furnishing false information to a University official, faculty member, or campus office.
 - c. Forgery, alteration, or misuse of a University document, key, or identification instrument.
 - d. Misrepresenting one's self to be an authorized agent of the University or one of its auxiliaries.

2. Unauthorized entry into, presence in, use of, or misuse of University property.
3. Willful, material and substantial disruption or obstruction of a University-related activity, or any on-campus activity.
4. Participating in an activity that substantially and materially disrupts the normal operations of the University, or infringes on the rights of members of the University community.
5. Willful, material and substantial obstruction of the free flow of pedestrian or other traffic, on or leading to campus property or an off-campus University related activity.
6. Disorderly, lewd, indecent, or obscene behavior at a University related activity, or directed toward a member of the University community.
7. Conduct that threatens or endangers the health or safety of any person within or related to the University community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.
8. Hazing, or conspiracy to haze, as defined in Education Code Sections 32050 and 32051:

"Hazing" includes any method of initiation or pre-initiation into a student organization, or any pastime or amusement engaged in with respect to such an organization which causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or other person attending any school, community college, college, university or other educational institution in this state; but the term "hazing" does not include customary athletic events or other similar contests or competitions.

A group of students acting together may be considered a 'student organization' for purposes of this section whether or not they are officially recognized. Neither the express or implied consent of a victim of hazing, nor the lack of active participation while hazing is going on is a defense. Apathy or acquiescence in the presence of hazing is not a neutral act, and is also a violation of this section.

9. Use, possession, manufacture, or distribution of illegal drugs or drug-related paraphernalia, (except as expressly permitted by law and University regulations) or the misuse of legal pharmaceutical drugs.
10. Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law and University regulations), or public intoxication while on campus or at a University related activity.
11. Theft of property or services from the University community, or misappropriation of University resources.
12. Unauthorized destruction or damage to University property or other property in the University community.
13. Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the campus president) on campus or at a University related activity.
14. Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.
15. Misuse of computer facilities or resources, including:
 - a. Unauthorized entry into a file, for any purpose.
 - b. Unauthorized transfer of a file.
 - c. Use of another's identification or password.
 - d. Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community.
 - e. Use of computing facilities and resources to send obscene or intimidating and abusive messages.
 - f. Use of computing facilities and resources to interfere with normal University operations.
 - g. Use of computing facilities and resources in violation of copyright laws.
 - h. Violation of a campus computer use policy.
16. Violation of any published University policy, rule, regulation or presidential order.
17. Failure to comply with directions or, or interference with, any University official or any public safety officer while acting in the performance of his/her duties.
18. Any act chargeable as a violation of a federal, state, or local law that poses a substantial threat to the safety or well being of members of the University community, to property within the University community or poses a significant threat of disruption or interference with University operations.
19. Violation of the Student Conduct Procedures, including:
 - a. Falsification, distortion, or misrepresentation of information related to a student discipline matter.

- b. Disruption or interference with the orderly progress of a student discipline proceeding.
 - c. Initiation of a student discipline proceeding in bad faith.
 - d. Attempting to discourage another from participating in the student discipline matter.
 - e. Attempting to influence the impartiality of any participant in a student discipline matter.
 - f. Verbal or physical harassment or intimidation of any participant in a student discipline matter.
 - g. Failure to comply with the sanction(s) imposed under a student discipline proceeding.
20. Encouraging, permitting, or assisting another to do any act that could subject him or her to discipline.

C) Procedures for Enforcing This Code

The Chancellor shall adopt procedures to ensure students are afforded appropriate notice and an opportunity to be heard before the University imposes any sanction for a violation of the Student Conduct Code.

■ DEFINITION OF DISCIPLINARY TERMS ■

Not Responsible

A decision of Not Responsible is given when a resident has been found to have had no responsibility for an actual or alleged policy violation.

Verbal Warning/Written Warning

A Verbal Warning or Written Warning is issued to a student who has been found responsible for a lower level policy violation. Repeated policy violations that typically result in a Verbal Warning or Written Warning may result in a more serious sanction.

Probation

Probation is given when severe policy violations occur, and signify that student choices are in conflict with the values of the Residential Community. Residents placed on probation are warned that any other violation of policy could result in their Housing License Agreement being terminated.

Loss of Housing Privileges

Students who are sanctioned to loss of housing privileges are not eligible to contract for University campus housing for the next academic year. Loss of housing privileges, a supplement to housing probation, is given to a resident whose violations are deemed a disruption to the Residential Community at large. This is the strongest sanction before termination.

Termination of License Agreement

License Agreements are terminated when residents fail to follow the University or Housing Regulations. A resident's agreement can be terminated for one evictable offense or for several policy violations, which may include written warning or housing probation. If your contract is terminated, you will have seventy-two hours after notification to vacate the premises. You are not able to re-contract for the next academic year and not allowed to visit within the Residential Community for a period of at least one-year from the date of termination. This includes resident suites or apartments, the parking lots, recreational areas, Zinfandel Dining Room, Zinfandel Marketplace, SSU Post Office, Ameci's Pizzeria, sidewalks in residential areas, or other public areas. If you are found within the Residential Community, our policy requires that you be referred to Police Services for trespassing. Your name will also be forwarded to the Vice President for Student Affairs, the University Discipline Officer.

Appeal Process

Students found responsible for violating policies and issued sanctions may appeal the decision by the given deadline. Appeals should be made in writing, and should include the reason for appeal. Appeal of sanctions can only be submitted based on the following:

1. Lack of due process.
2. Sanction too severe for the violation.
3. Date to vacate premises.

An Appeals Hearing Board will hear appeals of License Agreement Termination. The board will consist of an administrator from the Office of Residential Life, a student presently living in the Residential Community, and a University Administrator outside of the Office of Residential Life. The hearing will usually occur within two weeks after the student has submitted the appeal request. Any further violations of policy prior to that hearing will result in the immediate termination of their Housing License Agreement with a twenty-four hour deadline to completely move out of the Residential Community.

Appeals of campus housing disciplinary decisions may be submitted by the stated deadline to:

Appeals
Office of Residential Life/Chateau Building
Verdot Village
Sonoma State University

■ HOUSING REGULATIONS ■

Actions That Will Result In Termination Of Housing License Agreement (Immediate Evictable Actions)

There are many actions that threaten the safety and welfare of all residents and represent behavior which cannot be tolerated in the Residential Community. Participating in these behaviors will subject you to immediate removal from the Residential Community. Other behaviors can also lead to removal action such as repeated violations of any of the regulations listed in this guide or any behavior which is life threatening or dangerous. Actions that lead to immediate termination of the license agreement are:

1. Possession, consumption, distribution of alcohol that contributes to a potential high risk situation. High Risk Situation is defined as any actions, behavior, or conduct which poses destructive consequence to an individual, community member, or school property while under the influence of alcohol.
2. Possession of bulk marijuana, which is defined as possession of marijuana quantities indicating "frequent use.. This also includes storing, growing, supplying, intending to sell, and/or selling marijuana to other residents. Those who partake in accepting and/or buying marijuana may also be subject to this policy.
3. Possession, use or sale of dangerous drugs, restricted dangerous drugs, and/or narcotics and misuse of prescription drugs. The use or possession of controlled substances is a violation of Title 5, California Code of Regulations, § 41301 and is prohibited on the University campus.
4. Tampering with fire equipment, e.g. fire alarms and extinguishers, and public area smoke detectors. Violations of this include, but are not limited to, removing a fire extinguisher from its prescribed location, fully or partially discharging a fire extinguisher for any purpose other than putting out a fire, tampering with smoke alarms located in public areas, setting off false fire alarms, or removing or damaging exit lights and starting fires.
5. Discharging firecrackers or fireworks. Violations of this include, but are not limited to, discharging or in anyway attempting to discharge types of manufactured or homemade fireworks including cannons or bottle rockets in, out of, or adjacent to an residence halls or apartment. The size of the firecracker is irrelevant.
6. Possession or use of firearms including use of any pistols, BB guns, paint ball guns, air guns, pistols, revolvers or other objects that resemble firearms. Violations of this also include possession of any device deemed a "deadly weapon" by the California Penal Code 12020, **or** use of other deadly weapons in a manner intended to harm. Deadly weapons include: blackjacks, sling shots, billy club, sand club, sandbag, metal knuckles, any dirk, dagger, switchblade, ice pick, or a knife having a blade longer than 2 1/2 inches, any razor with unguarded blade, any metal pipe or bar used or intended to be used as a club.
7. Sex discrimination, including sexual harassment and sexual assault. There is a wide range of behavior, which may constitute sex discrimination, including sexual harassment and sexual assault. Violations that, if proven, may lead to dismissal include, but are not limited to one or more of the following:
 - a. Verbal harassment or abuse that, because it is sufficiently severe or pervasive, creates a hostile environment;
 - b. Unnecessary touching, patting, pinching, or brushing against another person's body;
 - c. Repeated non-reciprocated propositions for dates;
 - d. Demands for sexual activity;

- e. Any involuntary sexual act in which a person is threatened, coerced, or forced to comply against her/his will including rape, acquaintance rape, date rape, acquaintance gang rape, and sexual battery;
 - f. Any sexual activity when one or more of those involved is under the influence of alcohol or other drugs.
8. Physical assault. Physical assault or the threat of physical assault is a violation of Title 5, California Administrative Code, § 41301 and is prohibited on the University Campus.
 9. Releasing hazardous materials to storm drains or sanitary sewers. Any person who knowingly causes any hazardous substance (e.g., water motor oil, antifreeze, battery acid, paint pesticides) to be deposited into campus storm drains or upon any road or property will be subjected to immediate dismissal from the Residential Community. Resident shall also be liable for the complete cost of cleanup as determined by the SSU Director of Environmental Health and Safety. Such persons may be subject to fines or imprisonment [Penal Code 374.8].

Eviction and cleanup cost and the imposition of fines and or imprisonment shall not apply under circumstances where the hazardous materials release occurred as a result of an accident or emergency and the person promptly reported the release to University Police at 911. All cleanup costs for hazardous materials releases remain with the responsible party. Cleanup costs include, but are not limited to, spill response equipment, hazardous waste disposal fees, personnel time, and all other items of expense necessary to re-store the environment to its original condition.

SECTION 1: GENERAL POLICIES

Amplified Instruments

Stereos, sound systems, and televisions are a privilege to have in the community. Amplified instruments are not allowed and can be removed at the discretion of the Residential Life Coordinator. This includes, but is not limited to drums, subwoofers, amplified televisions, or stereos.

Cable TV, Computer Connections

Residents are not permitted to tamper with the cable television, telephone, or computer connections installed in the rooms.

Cars and Other Vehicles

It is illegal to drive, park, or store a car (or parts), motorcycle or moped anywhere within the campus housing community including bedrooms, suites, apartments, or patios.

Computing and Network Usage

By signing the Student Housing License Agreement you are agreeing to adhere to the allowed use of your network connection as defined in the SSU Network Connection Policies and the California Penal Code, Section 502, regarding unlawful use of computers – this includes, but is not limited to, downloading entertainment files, file share and inappropriate use of campus computer systems in blogs, such as Facebook or MySpace. If you do not have access to the Internet, please contact Network Policies Request, Information Technology, 1801 E. Cotati Avenue, Rohnert Park, CA 94928 and information will be sent to you. For the computer usage policies, please visit http://www.sonoma.edu/it/get_connected/network.shtml.

Electrical Appliances/Cooking in Rooms

Because of health and safety concerns, cooking is prohibited inside residential suites. (Apartments have kitchens equipped for cooking.) Refrigerators (3 cubic feet or smaller), microwaves, hot air poppers, and coffee pots are the only appliances allowed in residential suites. Appliances with exposed coils and all other electrical cooking appliances are prohibited. Space heaters, portable air conditioners, clothes washers, dryers, and additional full size refrigerators are prohibited within the community. All electrical equipment (e.g. televisions, stereos) must be UL approved and in safe operating condition.

Failure to Comply

Failure to comply, including providing false information, with official requests or directives of University staff members, (i.e. CSA, RLC, Facilities, Housing Services, Police Services) while in the performance of their duties is a violation of campus housing policy.

Flammable/Dangerous Materials

Open flames, including such items as candles, incense, laboratory burners, stoves, torches, etc. are not permitted. Charcoal lighter fluid, gasoline, solvents and caustic chemicals other than normal household cleaning agents are not permitted in the Residential Community. Candles may be kept in student rooms/suites for decorative purposes only. Torchiere Halogen Lamps are prohibited.

Garbage/Recycling Disposal

Household garbage is to be deposited in the industrial dumpsters located on the perimeter of each Village. Recycling is to be deposited in the appropriate cans provided to each building. Individual suite bins are to be stored inside the suite at all times. Students are encouraged to recycle as much of their household trash as is appropriate to help the University meet the California recycling mandates.

Grills/BBQs

Only "Weber type" grills with lids are permitted. Hibachi grills and gas grills of any kind are prohibited. Grills must have legs and may not sit directly on the ground. Charcoal lighter fluid is prohibited; a chimney style paper charcoal lighter should be used. Grills are to be used outside, only, and located away from building walls. Grills can not be used on balconies or corridors. Briquettes and ashes need to be completely cold before being properly disposed in a dumpster and may not be thrown on the lawns or in planter beds. Violations of the above will result in loss of BBQ privileges and possible housing discipline sanctions.

Internet Postings and Visible Photographs

Internet postings and visible photographs may be used as evidence of policy violations.

Parking Lot Use

Residents must exercise safe driving behavior at all times by abiding by the posted speed limits in all residential parking lots. Residents must have a current residential parking decal visible at all times.

Parties

Whether alcohol is served or not, all parties expecting more than 15 people are to be registered three days before the event. Total number should never exceed twenty, including suitemates. The party is to be registered with the host's Residential Life Coordinator during their scheduled office hours.

If fewer than 15 are expected, and the actual number exceeds 15, including the residents of the suite or apartment, the host is to contact the CSA on duty immediately. Total number should never exceed twenty, including suitemates.

If alcohol is to be served at a party in a 21 year old designated apartment, persons under the age of 21 may not possess or consume alcohol. Kegs and other bulk containers of alcohol are not permitted.

Patio/Patio Furnishings

Cabernet, Sauvignon, and second/third floor Zinfandel patios may be furnished with furniture designed for outdoor patio use only. Removal of non-approved furniture will be at the discretion of the RLC. All first floor patios in Zinfandel and Verdote are considered community space. All furnishings must be removed each night. Specific exceptions are at the discretion of the RLC. Patio coverings, such as hanging sheets or other coverings from balconies or exterior surfaces are prohibited. It is also prohibited to attach hammocks or any type of furnishing from the building room, walls or railings. All outdoor furnishings must be "self-supporting."

Pets

No pets (except fish in 20-gallon or smaller aquariums) are allowed within the Residential Community. If found to be responsible for a violation of this policy, the animal will need to be gone within 24 hours and disciplinary action will ensue. Resident(s) will be responsible for all required room cleaning charges.

Postings

The posting of general flyers and advertisements must abide by University and Office of Residential Life Posting Policies prior to placement. Placement is the responsibility of the Office of Residential Life.

Public Area Furniture

Furnishings provided in the public areas, including the lounge, Dining Hall and study room, are provided for the entire community to use. Residents are not to remove furniture from the public areas. Residents will be subject to disciplinary action and charged a fee for any public area furniture found in their rooms.

Public Property

It is a violation of Housing policy to destroy or damage public property within the Residential Community. This includes, but is not limited to, chalking or drawing on sidewalks and buildings, removing items from bulletin boards without authorization, leaving garbage on balconies, patios, front door entrances or in locations other than designated areas, and hanging sheets or other coverings from balconies or exterior surfaces.

Reclaimed Water

Sonoma State University uses reclaimed water for landscape irrigation in an effort to conserve water and reduce costs. This water has elevated nitrate levels and other trace contaminants and is not potable. Please avoid drinking, bathing, or other direct contact. The areas that use reclaimed water are often designated with signs or color-coded purple caps, covers, and other fixtures. The entire water system has been thoroughly tested to ensure no cross connections exist between domestic and reclaimed water.

Roofs/Railings

Residents are not allowed on any building roof or any balcony or stairwell railing. Residents violating this rule will be charged for defraying the cost of replacing broken roof tiles. Facilities staff will retrieve any lost items for residents.

Room Cleaning Requirements

Residents are expected to maintain their rooms and patios/balconies in a reasonable, clean and sanitary condition throughout the occupancy period. At the conclusion of the Fall and Spring semester, residents are required to thoroughly clean and restore their room/suites/apartments to the original move-in condition. If your room or suite is found to be unsafe and/or unhealthy due to uncleanliness, excessive trash or damage you may be placed on Housing probation. If you do not comply with staff directives to restore your room or suite to a "healthy and safe" condition, you may be sanctioned to Loss of Housing for the next academic year and charged cleaning fees associated with bringing your room/suite to suitable condition. This also applies to end of the year inspections. You may jeopardize returning to the Residential Community if the assessed damages and cleaning charges are greater than \$250.

Room Decorations

Only push pins and thumbtacks may be used to attach decorations to walls. Nails, screws, mollies and toggle bolts are not allowed. Double-sided glue or adhesive type stickers are not allowed, since both damage sheetrock and paint when removed. Residents are not allowed to install ceiling plant hooks, shelving on any wall, or any other modification attached to walls or ceilings.

Room Furnishings

Due to storage limitations and damage caused by water and sun exposure, no interior furnishings should be removed from the suite. Bed frames, mattresses, desks, couches, etc. must remain in the suite and must not be placed outside. Personal possessions left outside will be removed at the owner's expense.

- Lofts are not permitted to be built in rooms because of Uniform Building Code regulations.
- Waterbeds are not allowed because of the potential for damage if they leak, the cost to heat them, and the lack of space to store existing beds.
- Window screens must not be removed at any time. The Facilities staff is required to reinstall any screen that is removed and charge the resident. Residents who continually remove screens are subject to disciplinary action.

Room Inspections and Charges

During the semester, when a resident vacates the Residential Community or does a room change, a room inspection is performed to identify any excessive damage or cleaning needed to restore the residence back to move-in condition. Students remaining in the bedroom or unit will be notified of the required inspection by Housing, either by phone or email. If Housing is unable to reach a resident of the suite, they are allowed to enter the facility to perform the inspection as stated in the Student Housing License Agreement per Section XV Right of Entry.

All residences are inspected at the end of the academic year and only those rooms with vacancies are completed at the end of the Fall semester. Findings from the room inspection are reconciled with the "Room Condition" form that may or may not have been submitted at the start of occupancy. Charges are equally divided by the occupants, unless someone claims responsibility for specific damage or cleaning by completing a "Damage Responsibility" form. Students will receive notification if they have been charged any damage or cleaning charges and may further inquire with the Housing Office about specifics. Disputes of Housing damage charges can be directed to hscharge.dispute@sonoma.edu and a response will be sent back within two weeks.

Safety and Security

In order to provide an environment, which encourages safety and security, the following are violations of campus housing policy:

- Failure to evacuate the building immediately upon the sound of an alarm or to follow specific evacuation and safety procedures.
- Jeopardizing or interfering with the safety and security systems within the campus housing community. This may include the locking systems, emergency phones, security lights, and other parts of the system.
- Giving your room access card to another person (resident or non-resident).
- Misusing, disabling, or removing any fire equipment including: fire extinguishers, exit signs, smoke and heat detectors, and door self-closing mechanisms. Health and Safety inspections are conducted by Facilities Staff to check these items periodically. Violations are subject to appropriate criminal as well as University and Housing discipline.
- Unauthorized presence on rooftops or in attic space. This includes hanging, climbing, or scaling on rooftops; balancing from balconies; or entering and using attic or crawl space.
- Throwing, propelling, dropping, or otherwise causing objects or substances to fall from the suites or apartments or other structures within the Residential Community.
- Possession or use of firearms including use of any pistols, BB guns, paint ball guns, air guns, pistols, revolvers or other objects that resemble firearms. Violations of this also include possession of any device deemed a "deadly weapon" by the California Penal Code 12020, or use of other deadly weapons in a manner intended to harm. Deadly weapons include: blackjacks, sling shots, billy club, sand club, sandbag, metal knuckles, any dirk, dagger, switchblade, ice pick, a knife having a blade longer than 2 1/2 inches, any razor with unguarded blade, or any metal pipe or bar used or intended to be used as a club.
- Reckless driving and driving above the speed limit which threatens the safety of any member of the University.

Safety – Disposal of Biomedical Sharps

Sharps are any device with acute rigid corners, edges, or protrusions of cutting or piercing. Sharps usually relate to hypodermic needles and similar devices often used by diabetics. These types of devices that have been contaminated with blood or bodily fluids must be disposed of properly. Contaminated sharps cannot be disposed of in the standard trash.

If you generate this type of waste, please follow the procedure listed below to store and dispose of your sharps waste.

- Purchase an approved sharps container from either the Student Health Center on campus or a local drug store (very inexpensive).

- Immediately transfer any used needles or other contaminated sharp into the container so nobody can be cut or punctured by this waste.
- Bring the approved sharps container to the Student Health Center on campus and they will properly dispose of it free of charge. The container should be brought in when full or at the end of the semester prior to moving off campus. Please note that the Student Health Center only accepts this waste from on campus residents.

Note: Most hospitals offer a similar service. When you are away from campus please make arrangements with a local hospital or physician's office to dispose of your sharps in the same manner.

Screens

Window screens are to remain on all windows and sliding glass doors. Removal may result in disciplinary action and replacement costs.

Skateboarding/Rollerblading/Scooters

Bicycling, skateboarding, rollerblading, roller skating, and use of razor scooters are allowed within the Residential Community for transportation purposes only, but must be done in a manner, which does not cause injury to pedestrians. Trick stunts are not allowed. After quiet hours, skateboarding is prohibited within the Residential Community [see Section 2].

Smoking

The Residential Community's smoking policy conforms to the University policy. No smoking will be allowed inside any building on campus, including residential suites and apartments. Residents who wish to smoke will be allowed to do so only outside the residential suites or apartments. Within the Residential Community, smoking is prohibited within twenty feet of buildings, suites and apartments. Smoking is not permitted on the balconies or patios in the Residential Community, including apartments.

Solicitation

Commercial solicitation whether in person, by phone, or by distribution through mailboxes is prohibited within the Residential Community. Businesses that violate this policy will be referred to the University Police.

Student organizations may not solicit door-to-door within the Residential Community. The Residential Student Association, related Residential Community organizations, and the Associated Students may contact residents on a door-to-door basis in order to fulfill their governmental responsibilities. Other student organizations that are found in violation of this policy will be referred to the Associate Dean for Student Life for action, which could affect their campus charter.

Space Heaters

CSU Chancellor's Office Executive Order 785, Provision Nine – Operations & Maintenance – prohibits the use of space heaters in campus buildings including the Residential Community.

Sports in the Residential Community

Sports are a very important part of any community. For the safety and general well being of the community, there are several places that have been designated for sports. Playing sports in any other area is prohibited without prior approval from the Office of Residential Life. This includes throwing, bouncing, dribbling, passing or shooting of any sports equipment or water balloons. Designated areas are limited to: (1) Laura Gale Field located in Zinfandel Village; (2) Swimming Pool; (3) Grass area in Verdote Village directly behind Meritage and next to the basketball court; and (4) Sauvignon Village Green, grass area next to the Coopersage.

Swimming Pools and Spas

The following policies are in effect for all swimming pools and spas:

- No glass bottles allowed in the pool areas.
- No animals allowed in the pool areas.

- Swimming pools and spas are for the use of residents and their guests only. Guests must be accompanied by their host.
- The life ring and safety pole are not to be used as recreational toys. They must remain where they are positioned so they are available for emergencies.
- If, through heavy use or pump/filter failure, the drain in the bottom of the pool cannot be seen through the turbid water, the pool areas must be evacuated and the gate locked.
- For personal safety reasons, roughhousing and throwing people into the pool or spa is prohibited.
- Pool hours are from 8:00 a.m. until 12 midnight, Monday through Friday; 12:00 noon until 12 midnight on Saturday and Sunday.

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.

Thermostats

Thermostats are set to achieve optimum comfort levels and energy conservation. Students are not allowed to tamper with the thermostat settings.

Vacant Spaces and Room Restoration Requirements

During the year you may have a vacant space in your room/suite. Your license agreement with the University is for a bed space; therefore you are not entitled to decide who will occupy the vacant space. You are required to maintain the bedroom/suite so that a potential roommate will be able to move in. This means you must:

- Keep vacant furniture assembled and accessible, as well as, all storage and surface areas clean and empty at all times in case a new resident is assigned to that space. This is especially important at the end of the Fall semester when new roommates will probably be moving in for the Spring. Failure to comply with this requirement will result in disciplinary action that may include Probation, Loss of Housing, or Termination as well as being charged for the staff labor to make the second space available for the new roommate.
- Welcome the potential resident into the vacant space without harassing, threatening, or intimidating the individual. If the resident or suitemates, in any way, behave in the manner mentioned above or discourage the resident, there may be disciplinary consequences with the possibility of not returning to the Residential Community the following year.

SECTION 2: NOISE AND QUIET HOURS

Noise

The general policy is that noise (e.g. music, talking, playing) is to be kept at a level, which is not disruptive. The use of drums or amplified instruments is not permitted in the suites or the apartments. The bouncing of balls or other objects against the floor, ceiling, or walls inside a suite or building is not permitted. Skateboarding is not permitted during quiet hours.

To support the academic success of all students, courtesy quiet hours are always in effect. With this in mind, the request from any student anytime should be honored.

QUIET HOURS:

Sunday – Thursday: 9:00 p.m. – 8:00 a.m.
 Friday – Saturday: 12:00 midnight – 10:00 a.m.

During these hours, the policy is the noise level inside a respective suite/apartment that should not be so loud that it is heard outside of the suite/apartment.

During final exam periods, quiet hours are in effect 24 hours per day. Twenty-four-hour study conditions begin at midnight the Saturday before the first scheduled final and remain in effect until the Residential Community closes. Each night between 5:00-5:15 p.m. quiet hours will be suspended for the Seawolf Howl.

Special Situations: The quiet hour's policy is in effect during intersession. When classes are not in session (evenings before holidays, move-in days, Spring Break, etc) weekend quiet hours will be in effect.

- No person shall cause or otherwise contribute to unreasonable noise in the Residential Community.
- No person shall interfere with attempts of others to study or to sleep during reasonable and/or posted courtesy hours.
- No person shall interfere with attempts of others to sleep or study during final exam week.
- Skateboarding is not permitted in the Residential Community during quiet hours.

SECTION 3: GUESTS

Guest and Visitor Policy

Residents may have personal guest and visitors in their rooms. If you choose to leave your guests unattended in your suite/apartment, or in the Residential Community, you are still responsible for their actions, even if you are not with them.

- Residents are responsible for the conduct of guests and visitors.
- Residents are subject to disciplinary action for their misconduct, and are liable for any damages caused by them. A guest is defined as a resident or non-resident who is not assigned to that suite or apartment.
- Residents may have up to four visitors at any one time, not to exceed twenty persons total per suite, including suitemates.

Guest Policy for Overnight Guests

- Prior to inviting an overnight guest, residents must discuss the situation with their roommates and obtain their approval and then the approval of their Community Service Advisor.
- Guests may stay no more than two nights in a two week period of time. Exceptions may be requested from the Director of Residential Life.
- No overnight guests are permitted during final exam periods.
- Hosts of unapproved guests may be subject to housing disciplinary action.

Guest Policy for Non-Approved Guests

The Director of Residential Life may declare certain individuals non-approved guest. These are guests or former residents who, because of their disruptive or destructive behavior, are not permitted within the Residential Community. The Residential Community is defined as, but not limited to, resident suites and apartments, public and recreational areas, Zinfandel Dining Hall, Zinfandel Marketplace, Ameci's, and surrounding parking lots.

The minimum period, which a student is placed as a non-approved guest, is for one year. On limited occasions, permission and conditions may be granted for the student to continue working in the Dining Hall or to visit. The letter declaring the individual a non-approved guest is to come from the Director of Residential Life. When a staff member becomes aware of a non-approved guest, Police Services will be called immediately. Non-approved guests, who are present inside a building, may be cited by Police Service for trespassing. Non-approved guests who are outside of a building will be asked to leave by Police Services. In addition, non-resident students will be referred to the University Judicial Affairs for action.

- Residents may not invite these people to visit within the Residential Community. Residents who invite or knowingly permit non-approved persons within the Residential Community are subject to disciplinary action.

SECTION 4, 5, & 6: ALCOHOL, MARIJUANA, AND DRUGS

Alcohol

Alcohol is the most abused and misused substance on college campuses across the country. In the Residential Community at SSU, we strive to create an environment where alcohol use is responsible and safe. Misconduct regarding the possession, consumption, distribution, or negative effects of alcoholic beverages within the campus community will be addressed.

If you are under the age of 21:

Students under the age of 21 may not be in possession of alcohol at any time in the Residential Community. No alcohol, including alcohol containers are allowed in any suite/apartment designated as an under-21 year-old suite, even by guests over the age of 21.

If you are over 21:

The Residential Community at Sonoma State University places a large responsibility on those who are 21 or older. Twenty-one year olds are able to be in possession of alcohol only in designated 21 year old apartments/suites where there is no more than one container open at any time per 21 year old, and where the alcohol cannot be seen from the outside of the suite or apartment.

All Residents:

Residents are responsible for the conduct of guests and visitors. Residents are subject to disciplinary action for guest misconduct, and are liable for any damages caused by them. A guest is defined as a resident or non-resident who is not assigned to that room or apartment. Residents may assume the same level of consequence for guest violations of policy.

Designated Under-21 Year Old Suite:

Suites will be designated as under-21 year old suites when no resident of that suite is 21. No alcohol, including empties, may be present at any time within these suites. 21 year olds may not possess or consume alcohol within these suites.

The following are considered violations of the SSU Housing Regulations alcohol policy:

- Possession, consumption, distribution of alcohol that contributes to a potential high risk situation. High Risk Situation is defined as any actions, behavior, or conduct which poses destructive consequence to an individual, community member, or school property while under the influence of property while under the influence of alcohol.
- Possession of alcoholic consumption devices such as beer bongs or funnels. All devices will be confiscated and destroyed.
- Underage possession or consumption of alcohol, including the possession of empty containers of alcohol. Collector's items are considered empty containers.
- Hosting a gathering in an under-21 designated suite where alcohol is present.
- Using/possessing alcohol in any public area including but not limited to outside, common areas, balconies, stairwells and residential parking lots.
- Under-21 year old attendance at gatherings where alcohol policy violations are occurring within the Residential Community.
- Posters, signs, cups, bottles, cases/boxes or any insignia relating to alcoholic beverages that can be viewed from outside of the suite/apartment.
- Of age student supplying alcohol to students under the age of 21.
- Individual behavior where one is in such a condition that he or she is unable to exercise care for his or her own safety or the safety of others while under the influence of alcohol.
- Any other policy violation as a result of alcohol use or consumption.

Marijuana

Marijuana use in the State of California is controversial and its perceptions will continue to change both socially and politically. Although marijuana can currently be prescribed for medicinal purposes, due to the Drug Free Schools Act, possession of marijuana on the SSU campus, for any reason, is a housing violation.

Regardless, it is our hope that it is both clear and representative of an academic living environment. Use and/or possession of marijuana conflicts with the academic setting, and threatens the educational intent of the community members at large.

The following are considered violations of the SSU Housing Regulations marijuana policy:

- Possession of bulk marijuana, which is defined as Possession of Marijuana quantities indicating "frequent or multiple use".
- The selling of marijuana or possession of an amount of marijuana and/or related equipment, which could indicate the intent to sell.
- Using/possessing/growing marijuana anywhere in the Residential Community.
- Possession of marijuana storage and preparation equipment, such as canisters, scales, vaporizers, and bud grinders. All devices will be confiscated and destroyed.
- Supplying marijuana to students.
- Possession of marijuana smoking devices, bought or homemade, such as pipes (all materials), water bongs, gravity bongs, filters, hookahs, etc. All devices will be confiscated and destroyed.
- Hosting a gathering where marijuana is present.
- Attendance at gatherings where marijuana policy violations are occurring within the Residential Community.
- Individual behavior where one is in such a condition that he or she is unable to exercise care for his or her own safety or the safety of others while under the influence of marijuana.
- Any other policy violation resulting from marijuana use or consumption.
- Posters, signs, or any insignia relating to marijuana that can be viewed from outside of the suite/apartment. Visible photographs of students possessing or using marijuana in University Housing facilities may be used as evidence of policy violation.
- The smell of marijunana in the residences.

Drugs

Residential Community policy as well as University Conduct Regulations prohibits the possession and/or use of all dangerous drugs, restricted dangerous drugs, and/or narcotics.

The following are considered violations of SSU Housing Regulations drug policy:

- Possession and/or use of dangerous drugs, restricted dangerous drugs, and/or narcotics.
- Possession of devices designed or modified for the use of dangerous drugs, restricted dangerous drugs, and/or narcotics. All devices will be confiscated and destroyed.
- Violations of any other regulations resulting in the use of dangerous drugs, restricted dangerous drugs, and/or narcotics.
- Individual behavior where one is in such a condition that he or she is unable to exercise care for his or her own safety or the safety of others while under the influence of dangerous drugs, restricted dangerous drugs, and/or narcotics.
- Sale of dangerous drugs, restricted dangerous drugs, and/or narcotics or possession of related equipment, which could indicate the intent to sell.
- Attendance at gatherings where dangerous drugs, restricted dangerous drugs, and/or narcotics are present within the Residential Community.

- Visible photographs of students possessing or using dangerous drugs in University Housing facilities may be used as evidence of policy violation.
- Misuse and/or abuse of prescription medication.

SECTION 7: THREATS, ASSAULT, AND HARASSMENT (SEXUAL AND NON-SEXUAL)

Threats of Violence/Harassment

- Behaviors or verbal remarks, including any type of non-verbal communication, that result in harassment, exploitation or intimidation. The campus housing community is composed of students from a variety of cultures, backgrounds and lifestyles. It is essential that residents are free from behavioral and verbal abuse based on age, race, religion, color, gender, sexual orientation, Vietnam-era veteran's status, or disabling condition.
- Behaviors or verbal remarks, including any type of non-verbal communication, that result in harassment, exploitation or intimidation of members of the residential community or University.
- Behaviors, including any type of non-verbal communication, that obstruct or interfere with members of the University performing their assigned tasks.
- Threats of violence (including threats or attempts of suicide) or conduct that threatens the health and safety of self or other members of the campus housing community.

Sexual Battery, Sexual Assault, Rape

Acts of sexual aggression (including rape, attempted rape, sexual battery and assault), whether perpetrated by a stranger or an acquaintance, are violations of the California Penal Code, the California Code of Regulations, as well as campus housing policy.

Sonoma State University has adopted the State of California's definition of sexual assault to mean any involuntary sexual act in which a person is threatened, coerced, or forced to comply against her/his will and includes rape, acquaintance rape, date rape, acquaintance gang rape, and sexual battery. Included in this definition are all forms of rape and sexual battery. It is our practice, in cases of acts of sexual aggression, to temporarily relocate the alleged assailant pending the outcome of the administrative hearing.

Sexual Harassment

It is the policy of the Residential Community to provide an environment free of sexual harassment. Where sexual harassment has been found to occur, sanctions will be imposed on the individual(s) determined to have engaged in sexually harassing conduct or communication.

Sexual harassment may range from sexual innuendoes made at inappropriate times, perhaps in the guise of humor, to coerced sexual relations. Harassment at its extreme occurs when a person in a position of control or influence, affects another person's job, salary, career, or grades uses his or her authority and power to coerce the other person into sexual relations or to act in a punitive manner should the sexual advance be rejected. It may include one or more of the following:

- Verbal harassment or abuse;
- Subtle pressure for sexual activity;
- Persistent remarks about another person's clothing, body or sexual activities;
- Unnecessary touching, patting, pinching, or brushing against another person's body;
- Demanding sexual favors accompanied by implied or overt threats concerning one's job, grades, or letters of recommendation;
- Disparaging comments about women as a group;
- The use of sexist humor or demeaning sexual allusions;
- Calling on women students less frequently or being more critical of their comments;
- Giving women employees more difficult assignments and being more critical of their work; and/or
- Making statements which communicate to students or employees limiting preconceptions about appropriate and expected behaviors, abilities, career directions, and personal goals which are based on sex rather than individual interest or ability.

Students are responsible for conducting themselves on the campus or at any university sponsored off-campus activity in a way that ensures that their actions do not discriminate against any other individual. Actions constituting sexual harassment are forms of discrimination.

Sanctions – Discrimination, Including Sexual Assault and Sexual Harassment

In cases when a resident files a charge of discrimination alleging sexual harassment or sexual assault against another resident, the following immediate actions may be taken:

- During the time of the investigation, the alleged offender(s) may be physically moved to a temporary living arrangement which may be on or off-campus. This is to comply with legal and ethical regulations that the alleged offender(s) be separated from the alleged victim(s).
- If the alleged offender(s) is temporarily assigned to an off-campus housing location until the investigation is completed, the Office of Residential Life will be responsible for making arrangements and payments for off-campus housing until the housing disciplinary procedure is completed.
- Depending upon the housing assignment of the alleged offender(s) and the alleged victim(s), the alleged offender(s) may be denied access to the Zinfandel Dining Hall. The Office of Residential Life will arrange and pay for food service in the University Commons and will provide a cash allowance for meals off-campus when the University Commons is closed. Alleged offender(s) will be responsible for transportation to off-campus meals.
- During the investigation, the alleged offender(s) may be denied access to Residential Community recreational and public areas.

SECTION 8: FINAL EXAMS WEEK

Finals week can be a very stressful time for students living in the Residential Community. While some people only have one final, others have anywhere from 3-5 during the course of the week. One of our goals is to maintain an environment that is conducive to academic success. This includes having quiet hours and policies related to various behaviors. The following policies and guidelines are for Finals Week.

- Finals quiet hours are 24 hours a day every day. They begin at midnight the Saturday night prior to the beginning of finals and remain in effect until the Residential Community closes.
- We require that students leave within 24 hours of their last final. While you may be done with your finals there are many others still studying. Please know your finals schedule and make arrangements accordingly.
- When you are leaving either at semester break or at the end of the year, please keep in mind that people are studying and try to be respectful as you pack and move out. Please also remind your guests of this fact.
- Sanctions for policy violations during finals week will be stricter. For example, if you receive a noise violation during finals week, instead of a Written Warning, you will receive a sanction of Housing Probation. If you have been found responsible for prior violations, and choose to violate a policy during Finals week, your Housing License Agreement may be terminated.
- Stress relief activities and a study space will be provided nightly during finals in the Zinfandel Dining Room. Additionally, each day from 5:00 to 5:15 quiet hours will be suspended for the Seawolf howl.

We hope that you all realize the importance of this time of year and the need for respect of those in your suite, building and community.

■ IMPORTANT INFORMATION ■

Communication with Students

Sonoma State University uses student email accounts for distribution of official University communications. Students are responsible for reading messages regularly and managing their *sonoma.edu* email account. Housing Services and Residential Life provides a variety of information via email, such as monthly newsletters, contracting updates, needed maintenance repairs, scheduled meetings and other business matters. Visit <http://www.sonoma.edu/it/email> for information about SSU's email system.

Residency Limit

Campus housing is not guaranteed for multiple years of residency. Priority for returning is determined on a lottery basis with first consideration given to the residents who have lived on campus for one year or less.

Room Changes

There are opportunities throughout the year to change rooms. Prior to moving to a different room on campus or even within your own suite, a resident must receive authorization from their Village Residential Life Coordinator (RLC). A student can request a room change by following the procedures stated below:

1. For any room change, the conversation begins with the CSA and ends with the approval of the Residential Life Coordinator.
2. The CSA will help troubleshoot solutions to the issues being raised. A suite/apartment agreement may be introduced to help resolve the residents' conflicts.
3. If the situation is beyond the CSA's level of responsibility, the CSA will recommend the student speak with the RLC.
4. Discussions will take place between the Resident/ Roommate(s)/Suitemate(s) with the RLC present. Some behaviors may be identified as needing to change. After all avenues have been exhausted, the RLC may approve the room change.

If a room change is approved, the following will happen:

1. The RLC will complete a "Room Change Request" form and hand the form to the resident.
2. The resident will bring the form to Housing Services on Wednesdays and staff will pick three rooms for the student to visit based on instructions from RLC. Room choices will be written on the bottom of the form in the Room Selection box.
3. Resident meets roommates and notifies the Housing Office of the desired room no later than Thursday of that week.
4. The resident will then come in Friday afternoon for their SSU ID to be encoded and so they can move over the weekend. They will be issued a temporary card for the old room which must be returned to Housing that Monday. If the card is not returned, one call is made to inform the student that the card must be returned within two business days, otherwise the student will be billed for the replacement.

Under 18 Years of Age

Under 18-year-olds are defined in California as "Minors". Privacy laws, state, federal and university policies make distinctions in interpretation and implementation of policies and actions when minors are involved.

The University is required to contact the parent or legal guardian for all medical, disciplinary and financial activities that occur with regard to the minor student for students under the age of eighteen. This includes actions taken against a minor by another party of the University. Financial obligations incurred by a minor in the Residential Community will be referred to the parent or legal guardian.

Students over the age of eighteen living with or otherwise socializing with a minor need to be aware that the University, State of California and state and federal courts view and treat activities such as alcohol (using, providing, selling), sexual acts, violent acts and overnight guests differently when a minor is involved. Minors are generally not able to "consent to" or "contract with" individuals on their own behalf. This includes but is not limited to sexual relations and financial contracts.

Vacation Breaks

Residents may stay in their rooms during Thanksgiving and Spring breaks; however, the Dining Hall is closed during these breaks and no food service is available. The license agreement does not include semester break (between the end of Fall semester and start of the Spring semester); however, at an additional cost residents can return to their rooms at the start of Intersession. Residents may leave their belongings in their rooms over semester break. We do advise residents to take home valuable items for the break.

■ LICENSEE OBLIGATION - VACATING OR REVOCATION ■

When you sign your License Agreement, it is for the entire academic year. If you decide you want to move off campus, it is extremely difficult to break your License Agreement. Regardless of how much money you can save if you move off-campus or how close it is to your new job, these are not valid reasons for canceling your License Agreement. There are limited circumstances under which you may be permitted to cancel your License Agreement.

Request to Vacate After the Beginning of the License Period

Any resident who requests to vacate is required to do so in writing by completing a "Petition to Vacate" form. This form should be submitted at least 30 days prior to the requested vacating date. The University may deny or approve the request. The University will approve the request for the following reasons:

1. The student is withdrawing from the University;
2. Marriage with submission of a copy of the marriage certificate;
3. The University will also consider requests due to extraordinary circumstances that have occurred after the student has signed the license agreement, e.g. medical emergencies or financial hardships. The University generally denies requests which involve moving to an off campus accommodation.

Revocation of the License Agreement

The University may revoke a student's License Agreement upon the following conditions:

1. As a result of disciplinary action;
2. Because of administrative necessity.
3. Because the licensee is no longer a student and enrolled in classes;
4. As a result of the student breaching the terms or conditions of the license, including nonpayment of fees;

Financial Obligations of the Licensee for Vacating and Revocation

The following table indicates the financial obligations for vacating and revocations:

1. Request to vacate with 30 day notice
 - a) University approves the request.....1
 - b) University denies the request.....2

2. Request to vacate without 30 day notice
 - a) University approves the request.....3
 - b) University denies the request.....2

3. Revocation of a license by the University
 - a) As a result of disciplinary action2
 - b) Because of administrative necessity1
 - c) Because licensee is no longer a student
 - i. Academically disqualified1
 - ii. All other withdraws.....3
 - d) Breaching the terms and conditions of the License Agreement2
(including nonpayment of fees)

Amount of Obligation to Licensee

1. Licensee shall owe an amount equal to a prorated charge for each day from the beginning of the fee period through the last day of occupancy plus any applicable damage or excessive cleaning charges.
2. Except as provided in the mitigation clause, Licensee shall owe an amount due under the full fee period of the license, plus any applicable damage or excessive cleaning charges.
3. Licensee shall owe an amount equal to a prorated charge for each day from the beginning of the fee period through the last day of occupancy plus any applicable damage or excess cleaning charges plus a \$250 service fee.

Mitigation

The University will minimize the obligation of a Licensee by applying a prorated credit for each day during the fee period that the campus has been able to cover its damages. Factors to be considered in determining whether the campus has been able to cover its damages for purposes of this clause may include, but not be limited to: (1) whether the campus is able to re-license the student housing facility to someone else prior to the end of the fee

period; (2) the amount of the fee at which the student housing facility is re-licensed; (3) the vacancy rate of the residential community within the housing facility is located; and (4) financial considerations of the campus housing program.

Authority Source: California Administrative Code, Title 5, California State Universities & College, Article 5. Housing and SSU Campus Fee Advisory Committee.

■ DINING SERVICE POLICIES ■

The Zinfandel Dining Service's staff hopes everyone has an enjoyable dining experience. In order to maintain a smooth operation, residents are to adhere to the following policies:

1. First year college students are required to participate in the meal plan.
2. Meal plans are not transferable. Assisting unauthorized persons to enter Zinfandel Dining with your meal card is in violation of the Terms and Conditions of your contract and may result in additional charges or cancellation of contract with no reimbursement.
3. Shirt and shoes must be worn in the dining facility at all times.
4. Since the facility has a cafeteria layout with an all-you-can-eat program, only individuals who are covered under a meal plan program or who have purchased their meal will be admitted to the facility.
5. Students will only be admitted once during a meal session.
6. Food, beverage, and/or equipment are not permitted to leave the facility without prior management permission.
7. Personal food and beverage containers are not permitted in the dining facility.
8. Each individual is responsible for busing his or her own dishes and silverware.
9. Disruptive behavior and/or abusive language are not permitted.
10. Smoking is prohibited inside the cafeteria and in front of the entrance and exit doors.
11. For the purpose of health and safety, only authorized food service personnel are allowed in the work areas.
12. Under the Meals-To-Go program (MTG), students may take out a reasonable amount of food from the menu served in Zinfandel Dining. In order to participate in the program, students will be required to sign an agreement with University Dining Services. Violations of the MTG agreement will result in a termination of the agreement and a loss of this privilege.
13. Backpacks, packages, briefcases and other large carry-in items are prohibited in the facility. For your convenience, storage cubicles are located outside the dining facility.
14. Zinfandel Dining reserves the right to refuse service to anyone.
15. Individuals engaging in destructive behavior which leads to damage of the facility or furnishings will be responsible for the repair and/or cleaning cost.
16. Violations of the above terms may result in a cancellation of your meal plan contract with no reimbursement.