Resident Handbook

Traditional Halls, Residential Halls, and Residential Suites

2024-2025





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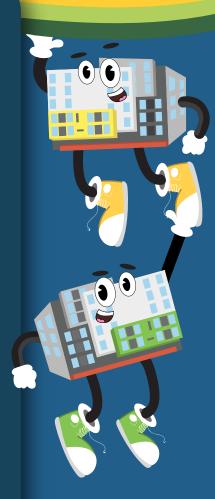
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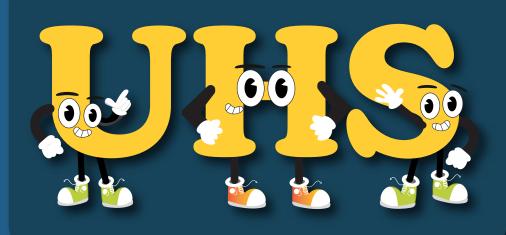
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Housing FAQs



WELCOME TO



Welcome to your new home! Living on campus provides a unique opportunity to immerse yourself in the Cal Poly Pomona experience. Get the most out of your college career by forming new friendships, growing and learning in ways you haven't before, and creating long-lasting memories.

This handbook is designed to provide you with everything you need to know while living at Cal Poly Pomona. From knowing where to pick up your mail to important policies and procedures. If you have any questions, please contact the University Housing office.

Follow UHS On Instagram!

If you haven't already, make sure to follow UHS on Instagam to stay up to date on important information about University Housing.

@cppuhsreslife

Welcome from the Executive Director

Greetings CPP Resident,

On behalf of the University Housing Services (UHS) team, I am so excited to welcome you to on-campus housing at Cal Poly Pomona. UHS's mission is to provide a learning-centered environment that enhances:

- A safe and welcoming community
- Opportunities for growth, leadership, and student success
- Appreciation and empowerment for all backgrounds, beliefs, and cultures

We are committed to upholding our mission through action; providing our residents with a well-maintained living and learning environment that supports academic success and personal growth and development. We also strive to create communities where residents truly feel valued, safe, and appreciated.

As executive director, I encourage you to get to know the teams that are working in your community. The resident advisors, event leads, business services student leaders, area coordinators, and facilities maintenance and custodial workers are likely to be important connections in your on-campus housing experience. Additionally, get involved with the Resident Student Association (RSA), our on-campus housing student programming and advocacy organization.

Please enjoy the year and let us know how we can help make the on-campus housing community your home. We want to ensure each of you know that you are welcome and valued. In UHS, we believe students come first. You are the reason we are here!

Sincerely, and go Broncos!

Jon B. Merchant Executive Director, University Housing Services



Mission, Vision, & Values

Cal Poly Pomona is among the best public universities in the West and is nationally ranked for helping students achieve economic success. As an inclusive polytechnic university, we cultivate success through experiential learning, discovery and innovation. Our graduates are ready to succeed in the professional world on Day 1. Faculty in all disciplines put theory to practice, providing students with opportunities to apply their knowledge in hands-on projects, research collaborations, and valuable internship and service-learning programs.

<u> UHS Mission Statement</u>

In collaboration with our residents and staff, we seek to provide a learning-centered environment that enhances:

- A safe and welcoming community
- Opportunities for growth, leadership, and student success
- Appreciation and empowerment for all backgrounds, beliefs and cultures

Academic Excellence

We demonstrate academic quality,

The family Educational Rights and Privacy. Act of 1974, sets forth requirements regarding the privacy of 1974, sets forth requirements regarding the privacy of the privacy

As global citizens, our individual and collective actions reflect our commitment to one another, society, and the environment

with community partners and stakeholders.

EXPERIENTIAL LEARNING

Our polytechnic identity fosters an integrative approach to education through collaboration, discovery, learn-by-doing, and innovation.

Our approach encourages reflection, informed risk-taking,

CAL POLY POMONA VALUES

INCLUSIVITY

Our diversity across multiple dimensions reflects and enhances our community. We are welcoming and respectful, and we value diversity.

STUDENT LEARNING & SUCCESS

We are deeply committed to educational experiences and supportive services that engage our students, enhance personal well-being and growth, provide caree opportunities, and foster ethical citizenship.

CPP MISSION STATEMENT

We cultivate success through a diverse culture of experiential learning, discovery, and innovation

CPP VISION STATEMENT

Cal Poly Pomona will be the model for an inclusive polytechnic university that inspires creativity and innovation, embraces local and global challenges, and transforms lives.

UHS Residential Community Standards

We thank you for choosing to be part of our residential community. We are so excited that you are here! Residence Life is dedicated to cultivating an inclusive residential environment that fosters a sense of belonging, academic success, and personal development.

All residents are expected to know and follow University Housing Services Community Standards found in your License Agreement and the University's Student Code of Conduct.

University Housing's conduct system is designed to foster an atmosphere that promotes learning and behaviors that support education while safeguarding the university community from actions detrimental to the learning environment.

Your involvement and contribution to the UHS Bronco Community is vital in fostering a vibrant community. We rely on our students to help build robust social connections, act as proactive members of our community, and uphold our community standards.

<u>How Do I Report Potential Policy Violation?</u>

If you've observed an incident that you believe breaches CPP's Housing and/or University Conduct Policies, it's your responsibility to report it to UHS staff members. You can report policy violations to any of the following contacts:

IN AN EMERGENCY SITUATION:

CPP University Police: (909) 869-3070

IN A NON-EMERGENCY SITUATION:

Any Residence Life Staff Member:

- Resident Advisor
- Area Coordinator
- Residence Life Intern

Find your community contact information here:

RA Contact Information

University Housing Main Office:

(909) 869-3307 or by emailing us at

Thank you for being an integral part of our community.

Housing Portal

The Housing Portal is the main hub for all UHS residents. The portal provides a seamless method for viewing, maintaining, and updating resident information. In addition you can:

- View your room assignment and roommates
- Message your roommates
- See your mailing address
- Update UHS Emergency Contact Information
- Submit work orders
- View/ apply for job opportunities
- Access our Weekly Newsletter
- ...and more!

Throughout the academic year UHS will open specific requests that can be changed through the Housing Portal. These requests include:

- Meal Plan Changes
- Room Changes



RESIDENT ADVISOR CONTACT INFORMATION

Each building has their own group of Resident Advisors (RAs). In the Residential Halls, there is one RA per wing, for a total of two per floor. For lockouts, noise complaints, and all other questions or concerns, call your RA on Duty during on duty hours.

Encinitas (Bldg. 20)	(909) 636-4867
Montecito (Bldg. 21)	(909) 636-9487
Alamitos (Bldg. 22)	(909) 636-4106
Aliso (Bldg. 23)	(909) 636-2919

Sicomoro (Bldg. 73)	(909) 979-6815
Secoya (Bldg. 74)	(909) 979-3316

Estrellas (Bldg. 54)	(909) 542-5961
Bonita (Bldg. 60)	(909) 636-6054
Sol (Bldg. 61)	(909) 573-8583
Montanas (Bldg. 62)	(909) 542-5958
Luna (Bldg. 63)	(909) 573-8576

Campus Resources

Care Center

The Cal Poly Pomona Care Center is a comprehensive campus-wide Basic Needs' initiative that serves students experiencing housing instability, food insecurity, and other emergency/crisis situations. The program goals are to provide students in need with:

- Food resources
- Housing support
- Emergency funds
- Case-management support

All of these areas play a critical role in a student's academic success, health, and wellbeing. This is a campus-wide prevention and early intervention program hosted by the Division of Student Affairs.

Disability Resource Center

The Disability Resource Center (DRC) removes barriers to access for students with disabilities to have equal opportunity to participate in all aspects of the university experience.

Phone (909) 869-3333

Main DRC drc@cpp.edu

Testing Services drctesting@cpp.edu

Mobility Cart drc@cpp.edu

Notetaking drcnotetaking@cpp.edu

Alternate Media drcaltmedia@cpp.edu

Office Of Equity & Compliance

The Office of Equity and Compliance (OEC) oversees the University's compliance with Federal and State laws and regulations and CSU System policies. For more information, visit the Office of Equity and Compliance. For support with Gender Equity and Sexual Misconduct, Harassment, and Retaliation contact:

Phone (909) 869-4646

Email officeofequity@cpp.edu

Title IX and DHR Incident Report Form

https://www.cpp.edu/officeofequity/titleIX/report-an-incident-notab.shtml

Office of Financial Aid

The Cal Poly Pomona Office of Financial Aid and Scholarships provides students with the financial resources and related services necessary to achieve their educational goals. Financial Aid is committed to providing accurate, user-friendly, responsive, and respectful service to students and their families.

finaid@cpp.edu (Financial Aid questions) scholarships@cpp.edu (Scholarship questions) Virtual Drop-In Queque (Zoom or in-person advising) (909)-869-3700

Student Health & Wellness Services

Student Health and Wellness Services provides students with affordable, accessible, and student-centered health care and wellness services so you can receive the care and assistance you may need. Services are available to all enrolled Cal Poly Pomona students, funded by a mandatory health fee that is included in tuition. Most services are covered by the health fee.

Appointments and General Information (909) 869-4000 After Hours Nurse Advice Line (855) 272-1723 Available after 5:00 PM weekdays and weekends

University Police

The University Police Department is a full-service, sworn police agency that operates 24 hours a day, year-round. The department provides law enforcement, emergency response, conducts criminal investigations, offers crime prevention and educational programs, support for special events and a range of other services.

Emergency Police, Fire, Medical – Dial 9-1-1* Non-Emergency After Hours (909) 869-3070

Main Office Number (909) 869-3061

Anonymous Crime Tips (909) 869-3399

Email police@cpp.edu

*If using a cell phone in an emergency, dial (909) 869-3070. 9-1-1 calls from cell phones are rerouted to CHP. We strongly encourage campus community members to program this number into cell phones to minimize response time.

Counseling & Psychological Services

The mission of Counseling and Psychological Services (CAPS) is to advance student success by promoting community wellness, removing psychological barriers, facilitating self-awareness, and cultivating the personal strengths of Cal Poly Pomona students through culturally relevant mental health services designed to transform their personal, social and academic lives.

Counselor In Residence



Annie R. Hao, LMFT

Hi, I'm Annie, the CAPS Counselor in Residence with University Housing! If you are a student seeking support, services, or resources from CAPS, please let us know by phone at (909) 869-3220 or e-mail at caps@cpp.edu. We will need your name, Bronco ID, phone number, and good days and times to reach you so that we can connect with you as soon as possible.

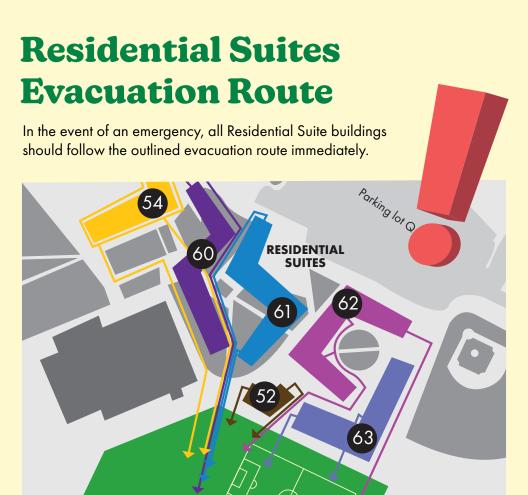
CAPS RESOURCES & INFO

Make an Appointment | Crisis Assistance | Resources | Contact CAPS

Business Hours (909) 869-3220 Email caps@cpp.edu After Hours/Weekend Phone Crisis Support (909) 869-3220, then press 2 to be connected to a counselor.

Due to student demand, it is not guaranteed that you will be assigned to meet with Annie for individual therapy. However, you can still connect with us via our main CAPS channels and another CAPS mental health professionals will reach out to you.

Estrellas (Bldg. 54) Sol (Bldg. 61) Montanas (Bldg. 62) Bonita (Bldg. 60) Luna (Bldg. 63)

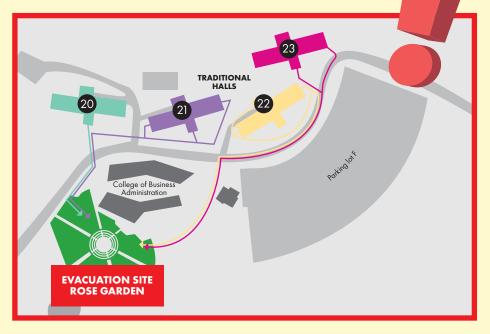


Please follow all orders and procedures to help ensure the safety of yourself and all other students.

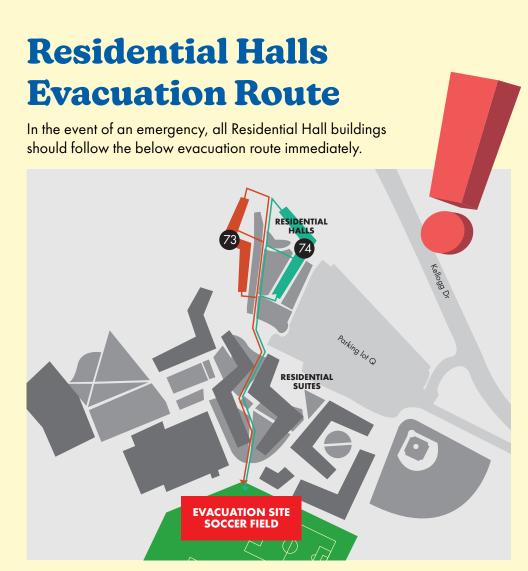
Encinitas (Bldg. 20) Alamitos (Bldg. 22) Montecito (Bldg. 21) Aliso (Bldg. 23)

Traditional Hall Evacuation Route

In the event of an emergency, all Traditional Hall buildings should follow the below evacuation route immediately.



Please follow all orders and procedures to help ensure the safety of yourself and all other students.



Please follow all orders and procedures to help ensure the safety of yourself and all other students.

Room Information



Dimensions

- Room Single
 Approximately 143 sq. ft
- Room Double
 Approximately 185 sq. ft
- Room Triple
 Approximately 254 sq. ft
- Closet
 6 ft with shelf and hanging rod
- Desk24in X 24in

WELCOME!

<u>Includes</u>

- Desk with chair
- Trash can
- Bed/Mattress (twin XL)
- Built-in-closet
- Dresser (with 3 drawers)
- Desk drawers

What You Can Bring

What You Can't Bring

Toiletry items
 (shampoo, body wash, menstrual hygiene products, face wash, etc.)

 Toilet paper and hand soap are provided

- Bedding Items
 (pillows, comforters, twin XL bed sheets, mattress pad, etc.)
- Study lamp (recommend CFL or LED lamp)
- Desktop or notebook computer and other school supplies
- Clothes
- Laundry products
 (laundry hamper, laundry soap, dryer sheets, etc.)

ADDITIONAL ITEMS

- Television
- Ethernet cable
 (to directly connect to the internet if needed)
- Decorations
- Food, snacks, drinks
- Cooking supplies
 (pot/pans, plates/bowls, utensils,etc.)

APPLIANCES

- Mini-Fridge (3.7 cu. ft. or smaller)
- Microwave
- Keurig
- Iron
- Blender



The list below includes most items you cannot bring. If you are unsure about any items, please contact the Housing Office.

- No alcohol or drugs
- No pets other than a fish in a tank that is less than 10 gallons
- No candles
- No appliances with an open flame or exposed heating element
- No weapons/toys that resemble weapons

APPLIANCES

- Rice cookers
- Air frvers
- Coffee pots (Keurigs are okay)
- Electric kettles
- Toaster
- Toaster oven
- Steamers
- Instant Pots





Room Information Cont.

Keys

In the Residential Halls, your Bronco ID is used to enter your assigned building and room. If you misplace your Bronco ID, you will be issued a white card. If you lose the white card, a fee will be charged and you will be given a physical hard key.



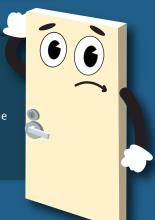
Lost Or Stolen Keys

For security reasons any lost or misplaced key(s) must be reported to the Secoya Housing Office, located in building 74 within 24 hours. A charge of \$35 will be assessed for a lost white key card. If you lose your Bronco ID the replacement charge will be set by the Cal Poly Pomona Card Office.

If your key is stolen, please report it as theft to UPD. Once reported, contact the Housing Office to provide the case number in building 74 within 24 hours. This will result in a replacement key, white key card.s.

Lock Outs

If you are locked out of your room (i.e. forget your key in your room), contact the Secoya Housing Office located in building 74 weekdays Monday-Friday from 8am-5pm at (909) 869-3307. After 5pm during the week (including Friday) and Saturday/Sunday, contact your buildings RA on Duty.



Room Inspections

WHEN YOU FIRST MOVE IN

You will need to complete a Room Inspection via the Housing Portal. This allows for you to report any existing issues/damage (not done by you) to ensure you are not held responsible when first moving in.

An email will be sent with further instructions. You will have 5 days after moving in to complete your Room Inspection.

How To Submit Your Room Inspection

- Log in to the Housing Portal
- 2 Select "Room Inspection"
- Follow the Room Inspection Steps for further information



Room Changes

The online Room Change Request is for residents who wish to find another room/suite. This form will be available on the Housing Portal during specific times through the academic year.

If you know someone who wants to swap spaces with you, both students must submit the form and enter their Bronco ID numbers.

Each request will be reviewed by the Housing Office in the order they are received.

Room changes will be approved based on the number and types of spaces available.

If your request is accepted, you will be contacted by the Housing Office with the room offer and given specific instructions about completing the check-out/check-in process.



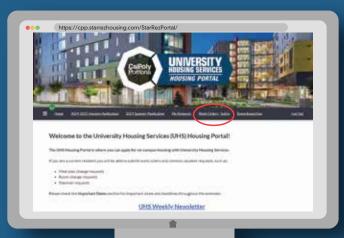
Work Orders

Work orders are used to inform our University Housing team of any issues/concerns in your room or public common spaces such as the restrooms, rec rooms, or study spaces. Work orders range from electrical, plumbing, general maintenance, repairs, etc.

Once a work order is submitted, our Facilities team will address it as soon as possible. Please keep in mind we receive work orders each day. In addition, if a work order is submitted to your room, this gives authorized University Housing Services personnel access to your space to address the repair/maintenance.



How To Submit A Work Order



- Log in to the Housing Portal
- Change "Category" to General
- 2 Select "Work Orders"
- Select the "Item" i.e. mechanical, electrical, plumbing, maintenance etc.
- Select "New Work Order" Your assigned space will be shown. Click on your space.

General Cleanliness

Room Space

As a UHS resident, it is your responsibility to keep your room clean, not our Custodial Team. Our Custodial Team is there to assist in the cleaning of common areas such as rec rooms, study spaces, and bathrooms. Failure to keep your personal space clean could result in professional cleaning and/or pest control at your expense (see 2024-2025 License Agreement for more information.)





<u>Trash</u>

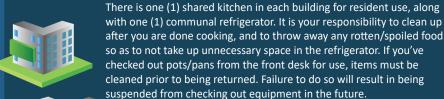
It is your responsibility to take the trash out when it is full to the dumpster located behind each building. Leaving trash bags outside your room will result in documentation.

Common Spaces

Our Custodial Team is there to asses in the cleaning of common spaces including: rec rooms, study spaces, and general use bathrooms. As a UHS resident, it is still your responsibility to clean up after yourself in these shared spaces for the safety of you and your community. If there are any issues in common spaces, you can let the RA on Duty know, or submit the work order yourself.



Kitchen





Front Desks



Front Desk Assistants

Each building has their own Front Desk Assistants who are there to assist you during the day. In the event that there is not a Front Desk Assistant at your buildings main desk during the weekday, please contact the Secoya Housing Office at (909) 869-3307 for assistance. After 6pm on weekdays, including Fridays, and all-day Saturday/Sunday, call your RA on Duty. RA's are available as follows: Monday through Thursday, 6:00 pm - 8:00 am; Friday through Monday, 6:00 pm - 8:00am.

Equipment Checkout

Each front desk as equipment that can be checked out, all you need is your Bronco ID. Below is a list of some equipment available at the front desks:

- Board games
- Vacuum Cleaners



Technology

Internet

You have access to the CPP network via ethernet ports and/or wifi (eduroam or CPP). Due to the nature of wireless technology connectivity cannot be guaranteed. The residential network has some restrictions on bandwidth, as determined by the campus that can be viewed here.





Router/Hotswitches

Personal wired switches or wireless routers are not allowed. This is a policy which was agreed to when submitting your license agreement for on-campus housing, found in the 2024-2025 License Agreement – "Policies and Regulations" under "Computers and Technology Acceptable Use Policy," subsections 2 and 5.17.

Streeme TV + MAX

Included in your housing fee is Streeme TV + MAX. Streeme lets you watch live TV on your TV, computer, phone, or tablet, anywhere on campus. Plus, you will enjoy features including DVR services, Look-Back TV, an interactive program guide, program pause, rewind, and fast forward.



- Connect to eduroam wifi or wired connection
- Visit Streeme EDU and click "Log In"
- Enter your Bronco username and password
- Start watching live TV or record shows for later

Getting Involved at UHS

Programs and Events

Throughout the year, your RA will host programs and events for your community! Ask your front desk about upcoming events, look for posted advertisements, and follow @cppuhsreslife on Instagram!



Resident Student Association

Getting involved in your community is a great way to make connections. One way to meet people in housing is by joining the Resident Student Association (RSA). RSA is an organization that serves residents by advocating for their needs and planning fun, social programs.

For more information on RSA email ihc@cpp.edu and follow @ihc.cpp on Instagram!

Student Leaders

University Housing Services offer multiple Student Leader roles each year. Our Student Leader team is a diverse group of individuals with different experiences, backgrounds, ideas, and beliefs. Student Leaders provide advice, support, plan events, advocate for their fellow students and most importantly strive to improve the overall experience for UHS students.

Getting Involved at CPP

myBAR

myBAR is an online database of all official clubs and organizations on campus. It is where clubs can recruit new members, update and inform current members, and network with other clubs.

You can also see what events are happening around campus on a daily basis! See what clubs campus has to offer to get involved!



Centers for Transformation, Retention, Equity, and Empowerment (TREE)

At CPP there are a wide variety of Cultural Centers for you to visit, join, and become involved in however you see fit! Below is a list of our Cultural Centers on Campus:













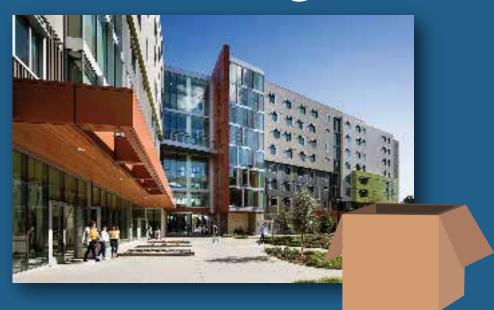
ASI Associated Students Incorporated

Visit ASI and play free games at the Games Room or activate

your membership to the BRIC!



Mail & Packages



Picking Up Packages

All mail and packages from USPS, FedEx, UPS, Amazon, etc. will be delivered to the the Secoya Housing Office (bldg. 74) directly across the sand volleyball court.

When To Pick Up Packages

All mail/packages must be input into our system prior to being available for pick-up. This process can take up to 1-2 days

- You will receive an email directly from housing@cpp.edu when your mail/package is ready and available for pick-up
- DO NOT pick up packages until you receive an email directly from UHS
- If you've been notified by the carrier (Amazon, USPS, etc.) you STILL NEED TO WAIT to pick up your mail until you receive an email from housing@cpp.edu

When Not To Pick Up Packages

When you have not received an email from University Housing (housing@cpp.edu)

Your Address

Residential Halls

SICOMORO (BLDG. 73)

[Licensee's Name] 73 Kellogg Drive, [Room #] Pomona, CA 91768 SECOYA (BLDG.74)

[Licensee's Name] 74 Kellogg Drive, [Room #] Pomona, CA 91768

Traditional Halls

ALISO

[Licensee's Name]
23 University Drive, [Room #]
Pomona, CA 91768

MONTECITO

[Licensee's Name] 21 University Drive, [Room #] Pomona, CA 91768

ALAMITOS

[Licensee's Name]
22 University Drive, [Room #]
Pomona, CA 91768

ENCINITAS

[Licensee's Name] 20 University Drive, [Room #] Pomona, CA 91768

Residential Suites

BONITA

[Licensee's Name] 60 Kellogg Drive, [Room #] Pomona, CA 91768

SOL

[Licensee's Name] 61 Kellogg Drive, [Room #] Pomona, CA 91768

MONTANAS

[Licensee's Name] 62 Kellogg Drive, [Room #] Pomona, CA 91768

LUNA

[Licensee's Name] 63 Kellogg Drive, [Room #] Pomona, CA 91768

ESTRELLAS

[Licensee's Name] 54 Kellogg Drive, [Room #] Pomona, CA 91768

Your Address

Residential Halls

SICOMORO (BLDG. 73)

SECOYA (BLDG.74)

[Licensee's Name] 73 Kellogg Drive, [Room #] Pomona, CA 91768

[Licensee's Name] 74 Kellogg Drive, [Room #] Pomona, CA 91768

Traditional Halls

ALISO

ALAMITOS

[Licensee's Name] 23 University Drive, [Room #] 22 University Drive, [Room #] Pomona, CA 91768

[Licensee's Name]

Pomona, CA 91768

Laundry Services

All laundry facilities utilize the PayRange App for payment. If you prefer, you can still choose to pay with coins, however, there is limited availability for coin operated laundry machines. Laundry rooms are available in each Residential Hall.

How To Use The Payrange App

Download the PayRange app









Select the washer or dryer number or scan the QR code on the washer/dryer number of your choice



Swipe up on the number of the machine your have chose to pay

Campus Dining

Below are locations on campus that meal points are accepted. Please note, meal plans are overseen by Foundation Dining not University Housing Services. For any questions, comments, or concerns, visit Foundation Dining.

Campus Center Marketplace









Bronco Student Center











CenterPointe Dining





Residential Suites





Collins College





College of Business Administration





College of Environmental Design



<u>Library</u>



Farm Store



Brew Works



Kellogg West



B.R.I.C



Food Truck



<u>Payment Schedule</u>

Housing fees will be billed once a semester, but will be broken into installments due three times per semester. Fall Semester payments will be due August, September, and October. Spring Semester payments will be due January, February, and March. Please see exact dates below. Residents wising to pay the entire semester at once may to do so by the first due date of the semester.

Semester	Fees Posted to Bronco Direct	Installment Due Dates
Fall 2024 Semester	July 29, 2024	August 21, 2024 September 16, 2024 October 21, 2024
Spring 2025 Semester	December 9, 2024	January 15, 2025 February 10, 2025 March 10, 2025

Residents that wish to pay for the entire year will need to request a Full Payment option by emailing housing@cpp.edu

Cost Per Semester

Traditional Hall	Single		\$5,994.00
	Double		\$5,230.50
	Single		\$6,294.00
Residential Hall	Double	!	\$5,490.00
	Triple		\$5,017.50
Residential Suite	Single		\$6,912.00
	Double	!	\$5,703.00
140 meals + 660 pts.		\$2,611.00	
180 meals + 560 pts.			
220 meals + 460 pts.			
Unlimited meals + 250 pts			
Unlimited meals (No Pts)			\$1,855.00

Rates subject to change. Rates are for Room and Board. During the Fall Semester there is an additional non-refundable \$45.00 activity fee and a refundable security deposit of \$150.00.

\$2,811.00

Suites Flex Plan 70 meals + 750 pts.

FERPA

FERPA Release Form Available on the Housing Portal

Housing FAQs

Have other questions regarding Housing? No problem! Visit our Housing Frequently Asked Questions to answer any questions you may have. In addition, please contact us at the information provided below.

Contact Us

SECOYA HOUSING OFFICE BUILDING 74

Monday - Friday 8 A.m. - 5 p.m. (909) 869-3307

LA CIENEGA HOUSING OFFICE BUILDING 59

Monday - Friday 8 A.m. - 5 p.m. (909) 869-5113



housing@cpp.edu

