For many students, going to college is the first time they’ve ever lived away from home. It’s an exciting time... for everyone.

To help your student make the transition, one of the best things to do is just to listen to them, and support them in their new independence. It’s natural to want to play an active role and fix all their problems for them. But experience tells us IT’S FAR BETTER TO LET THEM MAKE THEIR OWN DECISIONS, and handle whatever situations may arise.

Encourage them to enjoy their new friends and have mutual respect. If difficulties should arise, they can work with their roommates, hallmates and Resident Advisor (RA) to discuss “concerns” before they become “issues.”

THE RA WILL BECOME A POSITIVE KEY FIGURE IN YOUR STUDENT’S LIFE: they’re students who are there to encourage community, as well as being trained in conflict mediation and emergency response. RAs also plan programs and activities that help residents become active and productive members of their community.

THE FIRST TWO WEEKS ON CAMPUS ARE ESPECIALLY CRITICAL. We schedule dozens of events that help students to meet their neighbors, explore the campus, and get involved with campus life. WE URGE STUDENTS TO STAY ON CAMPUS, WITHOUT INTERRUPTION, FROM MOVE-IN DAY (SEPTEMBER 18) THROUGH FRIDAY, SEPTEMBER 30. Help us keep them here by encouraging them to stay and build new friendships.

Tens of thousands of first-year students have made this journey with us before, and the results usually turn out pretty good. However, IF YOU DO HAVE QUESTIONS OR CONCERNS, WE’RE HERE FOR YOU. And we want to hear if you are aware of a problem that we do not know about.

We want to work with you to keep your student happy and comfortable. Feel free to contact your student’s Resident Services Office (RSO) and ask questions. Also, feel free to contact us via e-mail (housinginfo@ucr.edu) OR BY CALLING AT (951) 827-6350.

Dear Parent,

Your student is ready for college housing. And vice versa.
Moving in to a university residence hall may be one of the most exhilarating experiences of your life. And we’re excited to have you live with us.

Your NEXT orientation to UCR won’t begin until you arrive on September 18, as you and a thousand or so strangers begin to mix it up in your new community. Since everyone started off from the same place at Highlander Orientation, you’ll all have at least that much in common.

SOME HANDY SURVIVAL TIPS:

TIP #1: SPACE IS TIGHT. Bring less than you think you need. You can always get more later.

TIP #2: ON YOUR FIRST DAY HERE, TALK TO YOUR ROOMMATE. A lot. Chances are they’ll become your first friend at college. Maybe even your bff. Also, open your door and meet your hallmates. You’re going to be spending lots of time with them this year.

TIP #3: RELY ON YOUR RA. Resident advisors are students, like you. They’ve lived through freshman year in the residence halls, and have experienced everything you’re about to. They’ve been there, done that. Literally. Think of them as a human Google; if you want to know something, they’ll have the answer.

TIP #4: YOU ARE NOT ALONE. Even if it feels that way sometimes.

TIP #5: YOU CAN’T REALLY PREPARE FOR YOUR FIRST YEAR OF COLLEGE. The good news: Virtually everyone makes it through unscathed. Through your willingness to engage in the unknown and simply asking questions, you will already be preparing yourself. The bad news: You only get to be a freshman once.

HERE’S HOW TO COPE.

DEAR RESIDENT,

RELAX...EVERYONE’S GOING TO BE JUST AS EXCITED AS YOU ARE.
FAQs

We’ve anticipated many of your questions and tried to answer them below. In addition, the Residence Halls Resident Handbook (which will be available online in September) contains a wealth of information. We encourage you to read the entire Handbook when available, as it’s full of information about university and Residence Hall services, programs and official policies.

WHEN DO I MOVE INTO THE RESIDENCE HALLS?
Move-In Day is Sunday, Sept. 18, 2016. We encourage all students to arrive on this date. Move-In Day details will be distributed along with room assignments and move-in times during the first week of September.

CAN I MOVE IN EARLIER?
No. Residential Life staff members are in training and preparing the buildings until Move-In Day. We will not have dining services or security available until Sunday, Sept. 18.

CAN I MOVE IN LATER?
It’s possible, but strongly discouraged; hall meetings begin the night of Move-In Day. If you MUST be delayed (due to an emergency or other conflict), e-mail us at housinginfo@ucr.edu beforehand so we don’t prematurely cancel your contract.

WHEN WILL I KNOW ABOUT MY ASSIGNMENT?
A personalized Assignment Brochure—featuring building, room and roommate assignments and critical move-in information—will be mailed out during the first week of September. Information will also be available on the Residence Hall Contract Dashboard during the first week of September.

HOW DO YOU PICK MY ROOM AND MY ROOMMATE?
We review every resident’s preferences and match up roommates based on the information they submit to us as part of their contract.
WHAT IF I DON’T LIKE MY ASSIGNMENT?
If a request was not met, it usually means that we had more demand for a specific hall or building than we had space. Keep in mind that all communities feature similar services, and all rooms offer the same basic amenities and programs. Remember, your contract is for a double or triple space, as available. No preferences are guaranteed.

WHAT ABOUT ROOMMATES?
We know some of you haven’t shared a room before, or with someone other than a family member. But we believe—and studies have shown—that there’s a real value in having a roommate at college. Surveys report most residents had positive relationships with their...
roommates. In addition, roommates often become life-long friends.

Frequently, students meet someone during Orientation that they’d like as a roommate. If this happens, both students need to email us at housinginfo@ucr.edu to request each other as roommates.

CAN I TALK TO MY ROOMMATE(S) NOW?
Roommate information will be listed in the Assignment Brochure, assuming your roommate(s) has authorized its release.

DO YOU HAVE SINGLE-GENDER HALLS?
No. We continually survey residents on the desire for single-gender halls, and there is currently little demand.

WHAT’S PROVIDED IN MY ROOM?
Each resident receives the following: extra-long twin bed, desk, chair, dresser, closet, bookshelf and bulletin board. Each room includes window coverings, towel rack, ceiling light, telephone outlet, high-speed Internet connection, mirror and a MicroFridge (combination microwave and refrigerator).

WHAT’S PROVIDED IN EACH RESIDENCE HALL?
In A-I and Lothian, each community of 40-50 students has one male bathroom, one female bathroom, a hall lounge (sofas, study table, TV with DVD player) and a laundry room.

In Pentland Hills, residents live in single-gender suites. Each suite has four double or triple rooms, two toilet rooms, two shower rooms, a small living room and a kitchenette with a microwave and refrigerator. Each hall community also has a central hall lounge (kitchen, sofas, study table, TV with DVD player) and a laundry room (washers, dryers and ironing board).

WHAT DO WE NEED TO BRING?
Bedding for an extra-long twin bed (mattress pad, sheets, blanket, bedspread or comforter, pillow, pillowcase), towels (wash cloth, hand towel, bath towel), desk lamp, wastebasket, telephone, alarm clock, clothes and decorations.
CAN I BRING MY OWN FRIDGE OR MICROWAVE?
No, these are included in every room. We don’t allow other appliances due to power and space concerns.

WHAT ABOUT PHONES?
Each room comes pre-set with a free wired phone line. Merely plug in a phone and you can place free campus calls (plus 911 emergency calls) and receive calls (but not collect calls). You will get a personal authorization code to make outside calls, making it easy to divide phone bills. Obviously, don’t share your code. Cell phones are fine, of course.

WHAT STAFF MEMBERS WORK WITH RESIDENTS?
Resident Advisors (RA) Students who live on the halls and are responsible for creating the hall community.
Program Coordinators (PC) Students who plan, organize and promote building-wide activities.
Assistant Resident Directors (ARD) Paraprofessionals who assist Resident Directors in supervising and training RAs and PCs.
Area Coordinators & Resident Directors
Full time professional staff who live in the community. They supervise staff, coordinate daily operations, adjudicate conduct and assist residents with personal issues.
Other full-time staff oversee particular functions of the department, including programming, leadership, academic initiatives and staffing. All Residential Life staff are extensively trained in counseling, mediation and emergency response.

RESIDENT SERVICES
The Resident Services Office (RSO) serves as an information and resource center for each community. Services provided include move-in/move-out information, general hall and campus information, mail distribution, emergency assistance, key check-out for lock-outs and equipment check-out.

We have our own maintenance and housekeeping staff which keep the Residence Halls in top condition. An online Service Request system
FAQs
allows residents to submit requests for repairs 24/7. Maintenance and housekeeping staff are also available after-hours for emergencies.

HOW DO YOU HELP STUDENTS ACADEMICALLY?
The Residence Halls feature a Student Housing Academic Resource Center (SHARC), centrally located at Pentland Hills.

All buildings have academic support facilities, which include computer labs (PCs with printers and Internet connections), study lounges, tutoring, seminars and advising. We offer many academic programs to residents, including how to choose a major, finding careers in your major, and administering test and finals preparation sessions.

In addition, we work with the colleges to house special learning communities, including CHASS (College of Humanities, Arts & Social Sciences); SiMS (Students in Math & Science); Enginuity; Honors Hall; and Pre-Business.

IS THERE HIGH-SPEED INTERNET?
The Residence Halls are all outfitted with high-speed wireless service (there are also wired data connections in each room). The cost is included in your room and board. Many spots on campus offer free Wi-Fi, as well. Information on set-up and student e-mail accounts are provided at move-in.

CAN I BRING MY CAR?
Yes.

Residents may park in Residence Hall parking lots with the purchase of a parking permit. However, space is limited, and permits are issued on a first-come, first-served basis.

Permits can be ordered online at parking.ucr.edu between August 22
and September 2, and will be available for pickup at Move-In Day, September 18.

Permits are sold for the academic year and are billed to the student’s online UCR account. Residential parking rates are expected to be approximately $56/month. Residents should not bring a vehicle until after they secure a parking permit.

If permits sell out, students may place themselves on a waiting list.

**WHAT DO YOU PROVIDE FOR SAFETY & SECURITY?**

Residential areas are locked at all times; public areas are surveilled; parking lots are gated. UCR Police and Parking Services patrol every community; CSOs (Community Service Officers) provide extra patrols at night.

While residents are ultimately responsible for their personal safety, the University provides numerous resources to assist students, including late-night safety escorts, emergency call boxes and additional security personnel when warranted.

The Residence Halls are equipped with fire detection and alarm systems, and we conduct quarterly evacuation drills and respond to every alarm as if it were real. Resident Directors are on call 24 hours, seven days a week, and RAs are on duty evenings and weekends.

**WHAT ABOUT EMERGENCIES?**

The University has a comprehensive emergency plan. The Residence Halls also have emergency plans and emergency supplies to manage a disaster. However, no matter how ready the campus is, each resident should
be as self-reliant as possible so first responders can focus on the emergency.

WHAT HAPPENS WHEN A RESIDENT GETS SICK?
The Residence Halls are located near the Student Health Services and Counseling & Psychological Services (CAPS). We also maintain emergency information for each resident, including alternate contacts, family doctor and existing medical conditions that we can utilize in a critical situation.

In addition, Dining Services offers a Sick Meal Program, which allows for a roommate, friend or Resident Advisor to pick up a to-go meal from the Lothian or Aberdeen-Inverness Residential Restaurants. Ask your RA for details.

CAN I GET A JOB AT UCR?
Absolutely. Dining Services is the single largest employer of students on campus; information is available during Orientation and is mailed to residents.

During Winter Quarter, we also hire Resident Advisors, Program Coordinators, Resident Services Assistants, Residential Technical Assistants and Housing Tour Guides for work during the following academic year.

The Career Center (careers.ucr.edu) also offers an extensive list of student jobs available through ScotJobs, a massive online database exclusively for UCR students and alumni.

WHEN DO THE RESIDENCE HALLS CLOSE?
The Residence Halls close for Winter Break and for Spring Break immediately following Finals Week. Residents may leave all of their belongings in their rooms during these breaks. Those in critical need of housing at these times may submit formal requests and be accommodated for an additional daily charge.

The Residence Halls stay open for all other holidays, with meals being served during all holidays except Thanksgiving weekend. Dates and information are in the Housing Contract and Resident Handbook. In addition, information is sent to residents throughout the academic year.
KEY DATES FOR THE 2016-2017 ACADEMIC YEAR

<table>
<thead>
<tr>
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<th>FALL QUARTER</th>
<th>WINTER QUARTER</th>
<th>SPRING QUARTER</th>
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<tbody>
<tr>
<td><strong>HALLS OPEN</strong></td>
<td>Sunday September 18, 2016 8am</td>
<td>Sunday January 8, 2017 8am</td>
<td>Sunday April 2, 2017 8am</td>
</tr>
<tr>
<td><strong>MEALS BEGIN</strong></td>
<td>Sunday September 18 Dinner</td>
<td>Sunday January 8 Dinner</td>
<td>Sunday April 2 Dinner</td>
</tr>
<tr>
<td><strong>CLASS BEGINS</strong></td>
<td>Thursday September 22</td>
<td>Monday January 9</td>
<td>Monday April 3</td>
</tr>
<tr>
<td><strong>MEALS END</strong></td>
<td>Saturday December 10 Brunch</td>
<td>Saturday March 25 Brunch</td>
<td>Saturday June 17 Brunch</td>
</tr>
<tr>
<td><strong>HALLS CLOSE</strong></td>
<td>Saturday December 10 5pm</td>
<td>Saturday March 25 5pm</td>
<td>Saturday June 17 5pm</td>
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**NOTE:** Your first regular monthly/quarterly housing payment is due September 1, 2016
The Residential Restaurants at UCR—located at A-I and Lothian Residence Halls—offer a wide variety of fresh, healthy and nutritious selections.

In addition, students can also feast at a variety of locations on campus with their “Dining Dollars,” including the Highlander Union Building (HUB) restaurants, The Barn, Subway, Coffee Bean & Tea Leaf and The Market at Glen Mor.

Other options include convenience stores (“Scotty’s”) and walk-up cafes—facilities with pre-packaged sandwiches and other items—conveniently located within the Residence Halls and certain academic buildings.
**HIGHLANDER 120**  
– PRACTICAL!  
Includes 120 Residential Restaurant meals and 250 Dining Dollars each quarter. Also includes four Guest Passes per quarter — great for family and friends!

**HIGHLANDER 150**  
– COMPLETE!  
Perfect for those who eat most of their meals at the Residential Restaurants. Includes 150 Residential Restaurant meals, 225 Dining Dollars and six Guest Passes per quarter.

**HIGHLANDER UNLIMITED**  
– THE ULTIMATE!  
You get unlimited Residential Restaurant meals, which means you can stop by any time (until 8pm) for a full meal or just a healthy snack. Perfect for those eating multiple small meals a day for the nutritional and metabolic benefits. Includes 75 Dining Dollars and four Guest Passes per quarter.

**DINING DOLLARS**  
Dining Dollars may be used at every Dining Services venue on campus, including Scotty’s convenience stores and our various Food Trucks. Additional Dining Dollars may be added to your UCR Card by visiting a Resident Services Office. Add $50 and receive a free 5% bonus—a total of $52.50 in Dining Dollars. Add $100 and receive $110 in Dining Dollars — a 10% bonus!

**ABOUT DINING PLANS**  
- Residential Restaurant meals are eaten at Aberdeen-Inverness or Lothian.  
- Dining plans are re-set each quarter; unused meals do not roll over to the next quarter.  
- Unused Dining Dollars roll over to the next quarter during the contract period, but must be used by the end of the academic year. They do NOT carry over to the summer or next year, and are non-transferable.  
- Dining Plans may only be changed during the first two weeks of the academic year. Meal periods include Breakfast, Lunch and Dinner Monday through Friday; and Brunch and Dinner on the weekends.  
- Dining locations are open to everyone on campus, including staff, faculty and guests.

**MORE INFORMATION**  
For more information, please check out the Dining Services website at dining.ucr.edu.
Housing Services provides 24-hour Internet access, computer labs and a gaming lounge for the Residence Halls. These services are provided as educational services and are free.

Below are some tips and suggestions to get the most out of the computers on campus, and some common-sense rules your student must agree to follow.

DESKTOP, LAPTOP OR TABLET?
Many students use notebooks or tablets for taking notes in class and accessing the Internet wirelessly, but a desktop is still a common sight in the Residence Halls.

Students should look for a laptop or tablet that will give them the most performance within their budget — a portable device that's lightweight, durable and with enough battery life to last a full day.

However, desktop computers are still the best buy when it comes to value and computing power. A simple budget desktop system should last a student from orientation to graduation.

**REQUIREMENTS:**
Microsoft Windows 7 or Apple OS X 10.4 Tiger (or better). An 802.11 wireless network adapter is required for wireless Internet access.

**COMPUTER BUYING GUIDE**
COMPUTER BUYING GUIDE

RECOMMENDED FEATURES

<table>
<thead>
<tr>
<th></th>
<th>Desktop</th>
<th>Laptop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel Core i3, i5, i7 (64 bit)</td>
<td>Intel Core i3, i5, i7 (64 bit)</td>
</tr>
<tr>
<td>Memory</td>
<td>8 GB</td>
<td>6 GB</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>500+ GB</td>
<td>300+ GB</td>
</tr>
<tr>
<td>Optical Drives</td>
<td>CD burner / DVD drive</td>
<td>CD burner / DVD drive</td>
</tr>
<tr>
<td>Monitor</td>
<td>17 - 19 inch LCD</td>
<td>13 - 15 inch display</td>
</tr>
<tr>
<td>Operating System</td>
<td>PC: Microsoft Windows 7 or later</td>
<td>Apple: Mac OS X 10.8 (Mountain Lion) or later</td>
</tr>
<tr>
<td>Productivity Software</td>
<td>Microsoft Office / Apple iWork</td>
<td></td>
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<tr>
<td>Security Software</td>
<td>Microsoft Security Essentials; AVG; Norton (Windows only)</td>
<td></td>
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<tr>
<td>Recommended</td>
<td>4-8 GB flash drive (files cannot be saved on lab computers)</td>
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USAGE VIOLATION

All computers connected to the campus network are required to have an antivirus program installed and updated regularly with the newest virus definitions.

In addition, we strongly urge that all residents keep their operating system secured with new patches and updates. Computers on the network infected with a virus will be removed until the problem is resolved. Visit cnc.ucr.edu for more information.

COPYRIGHT INFRINGEMENT

The Digital Millennium Copyright Act of 1998 (DMCA) is a federal law that prohibits the distribution of copyrighted materials over the Internet without permission. Both the federal government and organizations like the Recording Industry Association of America (RIAA) and the Motion Picture Association of America (MPAA) strictly enforce the regulations of the DMCA, and violations can result in rigid fines, which may be passed on to students.

HOW YOU ARE ABLE TO BE IDENTIFIED

Every computer with an Ethernet (network) card has a unique identifier called a MAC address assigned to it by the manufacturer. No two network cards can have the same MAC address. When you access a network, you are assigned a unique IP address that’s associated with your MAC address. This is dynamic and can change. However, here on campus both your MAC and IP addresses are logged and linked to your student account. This means that the RIAA or MPAA can easily track violations of the DMCA law to users here on campus.
SAFETY & SECURITY
The safety of our residents is our primary concern. Nothing else even comes close.

**WHAT IS ROAR?**
ROAR stands for Resources, Observe, Act and Report — the four pillars of our Safety & Security Program for residents, staff and visitors.

**WHAT IS THE PURPOSE OF ROAR?**
ROAR gives a name to the many ways in which UCR Housing, Dining & Residential Services is actively providing for the safety and security of our communities and community members. The ultimate goals of ROAR are to increase awareness and empower individuals to take an active role in ensuring their own safety, and that of others in their community.

**RESOURCES:**
You are not alone. There are many places to turn to for help, advice and support.
- Campus Safety Escort Service (951) 827-3722
- Emergency Notification System cnc.ucr.edu/ens
- Housing Administration (951) 827-6350 housinginfo@ucr.edu
- Your Resident Advisor or Resident Services Office (RSO)
- UCR Police (951) 827-5222

**OBSERVE:**
Keep your eyes and ears open. Be aware of your immediate environment.
- Limit distractions. While walking, especially at night, don’t talk and text on your cell phone, or listen to music so loudly that you can’t hear what’s going on around you.
- Be seen by drivers, bicyclists and pedestrians so you’re seeing and being seen.
- Be familiar with your surroundings so you can spot areas of concern (then “Act” and/or “Report”).

**ACT:**
Increase your safety and security — and that of others — by following a few simple steps:
- Lock your doors and windows; keep personal belongings out of view.
- Keep your keys/cards available for quick use.
- Use well-lit & high traffic pathways.
- Do not allow unknown individuals—even other students—access to restricted areas in the community.
- Register your bike with TAPS (Transportation & Parking Services).

**REPORT:**
Communicate anything that seems threatening; inform people in a position to help.
- In a life-threatening emergency, call 9-1-1.
- In a non-emergency (suspicious behavior, etc.), contact the UC Police (951) 827-5222.
- Speak to any HDRS staff member about any concern you may have.
- Submit a Service Request (housing.ucr.edu) to address repairs needed at any HDRS location.

The safety of our residents is our primary concern. Nothing else even comes close.
As most of you know, California is in the 5th year of a severe drought. More than ever, we need to be aware of how much water we use.

Conserving resources has long been a priority for UCR Housing. In recent years, we’ve installed low-flow fixtures (including waterless urinals and hands-free faucets), limited outdoor irrigation, and upgraded HVAC cooling towers to save tens of thousands of gallons annually. UCR Dining has also made behind-the-scenes upgrades that have saved hundreds of thousands of gallons a year.

The rest will be up to you. We ask all our residents to save water whenever possible: taking shorter showers, turning off the sink when brushing your teeth, and reporting leaky faucets and broken sprinklers.
UC Riverside has joined more than 1,500 colleges and universities in the United States in adopting a campus-wide smoke- & tobacco-free policy.

The policy has been adopted by all University of California campuses to improve the health and safety of students, staff, faculty and visitors. The policy prohibits the use of cigarettes, e-cigarettes, cigars, snuff, snus, water pipes, pipes, hookahs, chew and any other non-combustible tobacco product.

To meet the goal of a smoke/tobacco-free campus, UCR offers assistance programs to students, faculty and staff who wish to stop smoking.