

WELCOME TO TROPICANA STUDENT HOUSING

Dear Tropicana Residents,

We are delighted you have chosen Tropicana Student Housing to be your home for the 2011-2012 academic year. One of the first discoveries that you will quickly make is that Tropicana Student Housing is more than just a place to eat and sleep. It is a place of endless opportunities to expand your horizons through your personal involvement in this community you create.

We, at Tropicana Housing, are committed to the celebration of diversity, forming strong community, personal growth and academic success. We strongly believe that education is not limited to the classroom. Tropicana Housing provides the unique experience of self-discovery that develops through living with and interacting with a diverse group of people from various ethnic, cultural and socioeconomic backgrounds.

To ease your transition to college, we have created the Tropicana Housing Student Handbook. This handbook is designed to acquaint you with the opportunities, benefits, and necessary regulations of living in Tropicana Housing. We are committed to providing an environment that is customer service oriented and meets your needs, as a student and an important member of our community.

We are looking forward to an exciting year. We hope that your Tropicana Housing experience is a memorable one and we wish you the best in your academic endeavors.

Sincerely,



David Wilcox
Executive Director
Tropicana Gardens



Ben Sample
Executive Director
Tropicana Del Norte



Melissa Crews
Director of Residence Life

TROPICANA HOUSING COMMUNITY LIVING STANDARDS

Community

A community is a place where people choose to live with others who strive to achieve similar goals. It is a dynamic environment where individuals have the opportunity to positively influence the people around them, as well as be influenced by a community that they helped to create. Tropicana Housing strives to create an environment that encourages academic excellence, social maturity, self-reliance, mutual respect and an increased understanding of one's self and others. As Tropicana Housing's residents, we live by the Platinum Rule: "Treat others as they would want to be treated!"

Community Living Standards

We strongly believe that one's actions demonstrate one's commitment to respecting individual differences. We believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions. We must take initiative and responsibility for our own learning and become aware of the differences which exist in our community to avoid all action that diminishes others.

Bigotry has no place within our community, nor does the right to defame another human being on the basis of age, physical disability, national origins, sexual orientation, race, gender, religious affiliation, etc. We will not tolerate verbal or written abuse, threats, intimidation, violence, or other forms of harassment against any member of our community. Likewise, we will not accept ignorance, humor, anger, alcohol, or substance abuse as an excuse, reason, or rationale for such behavior. Such behavior will be subject to disciplinary action, which may include but is not limited to, immediate removal from Tropicana Housing Residence Halls.

Everyone has the right to be treated with respect.

TROPICANA GARDENS BUILDING LAYOUT

Quad Names

Each quad has been given a name to help residents create community, as well as make it easier to identify their part of the building. Each quad is named after a tropical island, helping create the Tropical theme of paradise.

Barbados - Suites 118-122, 232-243, 314-320
Cayman - Suites 102-111, 202-212
St. Croix - Suites 112-117, 215-226, 301-307
St. Lucia - Suites 123-132, 245-255
Martinique - Suites 227-231, 256-260, 201, 244, 308-312

TROPICANA DEL NORTE BUILDING LAYOUT

First Floor - Suites 101 - 109
Second Floor - Suites 201 - 221
Third Floor - Suites 301 - 321

TROPICANA HOUSING STAFF

The Tropicana Housing Staff continually strives to make the overall Tropicana Gardens experience a positive one. The Executive Director, the Director of Residence Life, the Associate Director of Res Life, the Associate Director of Social Meda, and the four Assistant Directors oversee the general operations of the entire building, as well as offer assistance to residents. The Director of Finance and Administration, the Associate Director of Front Desk Relations and Marketing, as well as the Desk Attendants operate the front desk and office, and answer questions for residents and parents. The Director of Facilities and his assistant oversee building maintenance. The Housekeeping Staff are responsible for light housekeeping of the suites and building. The Resident Assistants are students from UCSB or SBCC and are trained for over 8 weeks to assist you with any of your needs. Each staff member is here to better your Tropicana experience and should be treated with the same level of respect and dignity that they give you.

Management Team

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Assistant Directors

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Tropicana Del Norte

Ariella Adachi
AD Marketing
Tropicana Gardens

Jamie Flanagan
AD Residence Life
Tropicana Gardens

Jessica Sweeney
AD Residence Life
Tropicana Del Norte

Resident Assistants

Ryan Fluence
Tropicana Gardens
Barbados

Bre Piantanida
Tropicana Gardens
Barbados

Amber Phares
Tropicana Gardens
St. Croix

Jimmy McCann
Tropicana Gardens
St. Croix

Jenny Heintz
Tropicana Gardens
Martinique

Tom Felt
Tropicana Gardens
Cayman

Chris McClinton
Tropicana Gardens
Cayman

Chris Rosner
Tropicana Gardens
St. Lucia

Erika Bellitt
Tropicana Gardens
St. Lucia

Troy Akin
Tropicana Gardens
Martinique

Anthony Fernandez
Tropicana Del Norte
208

Mattias Nordfelt
Tropicana Del Norte
217

Courtney Brooks
Tropicana Del Norte
221

Juliette Personius
Tropicana Del Norte
308

Charles Maginnis
Tropicana Del Norte
316

Jacob Staines
Tropicana Del Norte
321

TROPICANA HOUSING OFFICE AND FRONT DESK

The Offices and Front Desk are located at the front of both buildings in the lobby area. The Desk Attendants and Professional Staff will be there to assist you with any questions or concerns that you may have during Desk hours.

Tropicana Gardens Front Desk/Office Phone Number: (805) 968-4319
Tropicana Del Norte Front Desk/Office Phone Number: (805) 968-0351
Tropicana Housing Front Desk & Recreation Room Hours:

Monday through Thursday	8:00 AM – 11:00 PM
Friday	8:00 AM – 1:00 AM
Saturday	10:00 AM – 1:00 AM
Sunday	10:00 AM – 11:00 PM

Equipment Check-Out

Your student ID card will allow you to check out the equipment (videos, pots and pans, pool cues, Ping-Pong, vacuum, games, dvds, etc.) at the Front Desk. You are responsible for returning the equipment to the Front Desk.

***Any damage incurred during use will be charged to the student's account. We reserve the right to deny the use of any equipment or facilities.**

Mail

Mailboxes are located in the lobby, next to the office. Please use your suite number when using your mailing address in the following manner:

<i>(Your Name)</i>	<i>(Your Name)</i>
Suite # <i>(Your Suite Number)</i>	Suite # <i>(Your Suite Number)</i>
Tropicana Gardens	Tropicana Del Norte
6585 El Colegio Road	6525 El Colegio Road
Goleta, CA 93117	Goleta, CA 93117

The Tropicana office also has a bin for outgoing mail. Mail is picked up and dropped off at approximately 2:00 PM Monday through Saturday. Please be patient with our front office personnel while they are processing your mail. We will sort the mail and place it into the proper mailbox for each of our residents. Mail will be sorted daily by 8pm.

Smack Pack Care Packages

Tropicana Housing has aligned a partnership with Smack Pack that will deliver every kind of package that you can think of to your student. Example packages are as follows: Move-in/welcome, Birthday, Sick, Just Because, Finals Week, Thanksgiving, Halloween, Easter, Spring Break, etc. To order your package you can go to www.smackpackcarepackages.com, call (805)637-8667 or fax your order to (805)968-5703 attn. smack pack.

TROPICANA STUDENT HOUSING FACILITIES

Residents can enjoy amenities at both Tropicana properties, Tropicana Gardens and Tropicana Del Norte!

Recreation Room

Located in the lobby area, the Recreation Room offers a large screen plasma tv with surround sound, two billiard tables, a ping-pong table, foose-ball table, piano, air hockey

table, change machine and a comfortable area to relax with friends. Our Resident Assistants will also use the recreation room to offer exciting social and educational activities such as faculty speakers from UCSB/SBCC, movie nights, pool and ping-pong tournaments, as well as coffee houses with live music.

24-Hour Quiet Study Room

The 24-Hour Quiet Study Room can be found adjacent to the lobby at Tropicana Gardens. Please use the Recreation Room or other Tropicana areas for activities other than quiet studying. Should this area be vandalized or misused, it may be closed when the Front Desk closes and may not be open for 24-hour use.

Kitchenette

Attached to the study room at Tropicana Gardens, the kitchenette is equipped with a stove, oven, microwave, and sink. It is available for resident use. For the benefit of all residents, after each use the kitchenette should be cleaned and left in better condition than it was originally in. If the kitchenette is not maintained, or its equipment abused, Tropicana reserves the right to suspend the privilege of its use. There are cooking utensils available to check out at the front desk. The kitchenette is only open during Tropicana Gardens Front Desk hours.

Laundry Rooms

At Tropicana Gardens the laundry machines are located in both quads in the rear of the building. At Tropicana Del Norte the laundry machines are located next to the computer lounge. Both laundry machines are available for use by Tropicana residents only. The laundry rooms have card swipe operated washers and dryers. You can add money to your card through the machine located in the Recreation Room. You can even get a text message to notify you when your laundry is done! Or you can go online to see how many machines are available or how much longer your laundry has. Go to

Swimming Pool

The heated and gated swimming pool is located in the center area at both locations. No lifeguard is on duty; therefore you swim at your own risk. The swimming pool is open from 8:00AM to 10:00 PM. There is no diving allowed. Anyone diving from the sundeck, balconies, or roof will be immediately evicted.

Cardio Room and Fitness Room

The cardio room is located in the St. Croix quad at Tropicana Gardens and the fitness room is located alongside the pool between our Recreation Room and our Theater at Tropicana Del Norte. The cardio and fitness room are open from 6am to 12am daily. The cardio room includes 2 elliptical machines, 2 tread mills, 2 bicycles, and 2 flat screen TVs. The fitness room includes both weight systems and cardio machines. For the benefit of all residents, after the use of any cardio or weight machine, please use the wipes (located in a wall-mounted dispenser) to clean the machines. If the cardio and weight rooms are not maintained, or the equipment is damaged, Tropicana reserves the right to suspend the privilege of its use.

Please note the cardio/fitness room policies (violators will be subject to judicial/monetary/legal consequences):

1. Only Tropicana residents and employees may use the cardio/fitness equipment/ cardio/fitness room.
2. Tropicana residents and employees using the cardio/fitness room must use the equipment at their own risk. Take significant consideration of your present physical condition and any injuries that you may have been suffered in the past. In case of prior injuries which may be aggravated by physical exercise, the advice of a physician should be sought prior to equipment use.
3. Prior to using equipment, please read all warning labels and instructions on machines.
4. Gym equipment shall be used with consideration of safety at all times. Equipment shall not be used in any manner other than that for which it was intended.
5. If there are others waiting, please use each machine for a maximum of twenty minutes at a time, including warm up and cool down.
6. Please wipe down equipment after use.
7. Do not leave valuables in the gym.
8. Food or beverages are not permitted in the cardio/fitness room. Only water is permitted.
9. If the equipment is not functioning properly, please notify a Tropicana employee immediately.
10. Damage to any equipment/ any portion of the cardio/fitness room may result in judicial/legal action.

Parking

Tropicana Gardens offers three types of parking: Covered Carport, “Kite” Parking Lot (both reserved parking) and General Parking (not reserved).

1. Covered Carports are located directly behind Tropicana Gardens. Each space is numbered and is specifically assigned to a resident.

2. “Kite” Parking Lot a gravel lot, is located across the street on the corner of El Colegio and Embarcadero Del Mar. Each space is numbered and specifically assigned.

3. General Parking permits are for non-reserved parking spaces. These non-reserved, uncovered spaces are located behind Tropicana Gardens, parallel to the reserved carports. These spaces are available on a first come, first serve basis.

Towing: Cars will be towed that do not have the correct permit or any permit visibly displayed in the designated location (bottom, right inside windshield). Thomas Towing Company patrols the parking lot (805) 964-0989.

Tropicana Del Norte offers two types of parking: Outside on the campus side of our building and beneath our building in a parking garage.

1. **Outside Parking** is located on the campus side of our building. These non-reserved, uncovered spaces are available on a first come, first serve basis.
 2. **Underground Parking** is located directly under our building. Each space is numbered and is specifically assigned to a resident.
- Towing:** Cars will be towed that do not have the correct permit or any permit visibly displayed in the designated location (bottom, right inside windshield). Thomas Towing Company patrols the parking lot (805) 964-0989.

If you are interested in a reserved parking space, you will need to send/fax your Lottery Application form that can be found on our website. If you are interested in a general parking permit, you may purchase it at the Front Desk at any time throughout the year. Please know that the parking permits are non-refundable.

Room Condition Report

Upon arrival, each resident is asked to complete, sign and submit a Room Condition Report for their suite. This document gives a complete and accurate inventory of the assigned room and the condition of its contents. For your protection, your suites individual RA will plan a meeting where he or she will walk through the entire suite with every resident present and record anything that is missing, in need of repair, or that was an existing problem when you moved-in. This protects you from being charged at check-out for damage existing prior to you moving in. This meeting needs to take place within two days after your respective opening day. If this is not completed, we will keep our master copy (an already completed RCR by our summer staff before you moved in) as the RCR on file for your suite.

As a community member of Tropicana, you agree to jointly maintain a clean, safe and sanitary living area (inside the suite, bathroom, and the surrounding area) with the other student(s) assigned to that suite; and the premises will be left in a clean and orderly condition at termination of your residency.

Tropicana personnel reserve the right to enter any unit for the purpose of periodic inspection to ensure that the unit is being maintained in a clean and sanitary condition, and that no damage has occurred. If damages have occurred, Tropicana reserves the right to repair the damages at the tenants' expense.

Salto Keys and Saflok Keys

Tropicana Gardens and Tropicana Del Norte operate by keyless locks. Please do not lose your key (Salto fab or swipe card), loan it to a friend, or duplicate it. If you lose your key, it becomes a safety issue for you and your suitemates. Please inform us as soon as possible about lost keys. We will cancel your old key, and provide a new key for you. There is a \$25.00 charge to the person who lost the key.

Personal Locks

You may place a personal lock on your bedroom door if you would like. A doorknob assembly may be purchased at any of the local hardware stores or you may purchase a \$30 doorknob from Tropicana. Our maintenance staff can assist you in installing the lock, with appropriate priority given. You must register an extra key with the Front Desk in case of an emergency, maintenance issue or routine quarterly suite inspection. At the end of the year, you are responsible for returning the original doorknob to the door to avoid a fee of \$25.00.

Lock Outs

If you have locked yourself out of your suite, a temporary key will be available for your use. This temporary key must be returned to the front desk within 15 minutes. If you lock yourself out of your room when the office is not open, please contact the staff member on duty by calling (805) 637-5046 for Tropicana Gardens or (805) 637-0351 for Tropicana Del Norte. If there becomes a pattern of excessive use of the temporary key you may lose the privilege. You are allotted 3 lock outs per quarter. Each lock out beyond your maximum is a \$5 charge. If the temporary key is not returned you will be charged a lost key fee of \$25.00.

Maintenance Problems and Repairs

All maintenance related problems should be reported directly to the Tropicana Front Desk in person or by calling the Front Desk at (805) 968-4319 for Tropicana Gardens or (805) 968-0351 for Tropicana Del Norte. Be specific enough in reporting the problem and follow through if further details arise. You can also email your maintenance issue (please be very specific as to what suite you are in, what room you are in and what the exact problem is) the email address is frontdesk@tropicianagardens.com. If you have a maintenance emergency after office hours, please call the RA on duty phone at (805)637-5046 for Tropicana Gardens and (805) 637-0351 for Tropicana Del Norte. We ask that you please be patient with maintenance requests reported during the weekend, as they will be addressed on Monday, unless it is an emergency. There is limited maintenance coverage on weekends, with the exception of emergencies.

Housekeeping Service

Tropicana's Housekeeping Staff will provide light housekeeping: vacuuming, dusting, and cleaning bathrooms every other week. Make sure your floors and bathroom counters are cleared of all personal belongings or your suite will not be cleaned. Tropicana's Housekeeping Staff reserve the right to refuse to clean suites that are excessively dirty or poorly maintained by residents.

Plumbing: Drains and Toilets

Our plumbing system is not equipped to handle anything except water, toilet paper, and human waste. Do not put items (i.e. garbage, food, dirt, potting soil, feminine hygiene products-including tampons) down your sink, shower or toilet. By following these guidelines listed above you will avoid charges to your account. Please be sure to clear the drains of hair or any other material that might cause clogging. Report clogged toilets,

showers or sinks to the Front Desk immediately.

STUDENT RESPONSIBILITIES

Tropicana Housing is sensitive to rights, freedoms and responsibilities of all residents. Policies and procedures have been established to ensure general safety and ensure that individual rights and freedoms are understood. The residence hall community aims to maintain standards conducive to academic, social and personal growth. Students are expected to:

- Observe State and Federal laws as well as Tropicana policies and procedures.
- Respect the rights of others.
- Be forthright and honest in all of their social and academic conduct.
- Share the responsibility of maintaining an environment where individual actions do not violate the community's welfare.

This means that students have both the right and the responsibility to confront each other directly in a tactful manner when problems occur. The residence hall staff will support and work with students in an effort to understand and abide by Tropicana policies.

You and your guests are contractually responsible for all of the information and policies outlined in this handbook. Tropicana Housing, however, does not attempt to use formal rules to define every unacceptable form of behavior. In situations not covered by specific regulations, you are expected to use common sense and conduct yourself as a mature, responsible adult at all times.

Study Environment

Tropicana Housing is committed to providing an environment that complements and fosters all residents' academic and intellectual development. Students are expected to maintain an atmosphere conducive to studying, especially in the evenings. All students must abide by the established quiet hours of Tropicana. During times other than the designated Quiet Hours, common courtesy should dictate your actions.

Quiet Hours

The minimum Quiet Hours established for Tropicana Housing are as follows:

7 days a week: 10:00 PM – 8:00 AM

These hours pertain to all regular school weeks. During "Finals Week", Quiet Hours are increased to 24-Hour Quiet Hours. During this time please use common sense and common courtesy. Be certain that noise from stereos, televisions, radios, voices, etc., cannot be heard by people in neighboring suites, corridors, or areas outside of the building. At no time should stereo music be projected from the window for music outdoors. All residents share responsibility for enforcing Quiet Hours. Fees and judicial steps may be assessed if you are in violation of the Quiet Hours policy.

Courtesy Hours

Beyond Quiet Hours, residents may ask other residents to observe Courtesy Hours (which are 24-hours a day) when quiet is needed for sleep or study. A student's right to quiet supersedes another person's right to make noise. Residents of specific quads or the

Tropicana Student Organization may vote to have additional Quiet Hours.

Resident Behavior

Students who display inappropriate behavior or conduct towards themselves or other residents, exhibit an inability to live in a residential hall setting, refuse intervention, and/or are endangering themselves or others in any manner, are subject to administrative or judicial action that may result in relocation or eviction. Each student is responsible for his or her own self-care, which is defined as appropriate personal hygiene, mental health, management of medical illness and/or disability-related personal needs. If a student needs a personal attendant to assist with these tasks, it is the responsibility of the student to pay for the attendant.

Event Planning

If you or your quad is planning a Tropicana event, you must meet with a staff member to discuss the plans. All guidelines and requirements outlined by the staff must be followed, and events are expected to be managed according to the established guidelines. No organized, loud, unruly or alcohol related events (i.e. strippers, progressive parties, etc.) are permitted in Tropicana. Larger events, allowed only in the lounge and recreation room, must have the approval of the Executive Director or the Director of Residence Life. Alcohol will not be permitted as part of any event in the Tropicana community. Staff members will close down any event that violates these policies and disciplinary action will follow policy violations, which could include eviction.

Guest Policy

You must receive approval from your roommate(s) and suitemates prior to having an overnight guest. No overnight guests will be allowed to stay longer than three days during a 14-day period. You are responsible for the actions of your guests at all times. Should your guest violate Tropicana's policies, they will be required to leave and you will be subject to disciplinary action on their behalf. Any guest that has been deemed inappropriate or unacceptable by Tropicana's staff is not allowed on our premises. If problems or resistance arises, the Isla Vista Foot Patrol will be contacted.

Halloween Guest Policy

At the request of UCSB/SBCC and the Isla Vista community (Police, I.V. Foot Patrol, etc.), Tropicana Housing has instituted a "No Guest Policy" during the week of Halloween beginning on Thursday, October 27, 2011 at 5pm through Tuesday, November 1, 2011 at 8am. Non-residents will not be permitted access or allowed use of the residence hall during this period. A minimum fee of \$100/guest will be assessed to the resident EACH time a visitor is found on property during these dates. Residents are also responsible for their guests' behavior, and will be held accountable for all incidents that occur while he/she is here.

Restricted Areas

Within Tropicana Housing there are several restricted areas residents may not use. Those areas are: the Café kitchen, maintenance shop, custodial room, the roof, administrative offices (after hours) and the Head End (telecommunication pulse) room. Persons found

trespassing in these areas will be subject to disciplinary action, along with a possible fee or eviction.

Damage

You and your guests will be held responsible for any damage or theft of Tropicana Housing's property, both in private rooms and public areas of the building. If any windows are broken, the responsible party must pay for the cost of replacing the window. Bills for the cost of repair are sent to the responsible individual(s) or, in the case of community damages, to the quad's account or each individual in the quad. In addition to restitution, individuals responsible for damaging property are subject to disciplinary action.

Suite Inspections

For your safety, Tropicana routinely conducts quarterly and closing suite inspections. You will be notified of the inspection in advance.

Computer Network Services

Use of the network resources is governed by the Tropicana Acceptable Use Policy. Non-resident users are also expected to abide by the spirit of these policies and all guidelines mentioned. Failure to comply with the Acceptable Use Policy may result in termination of in-room network services, disciplinary action, and/or criminal prosecution. Tropicana has an outside provider named Pavlov Media that hosts all of our internet related questions. Tropicana has both wireless internet AND hard wired internet for your convenience. The Pavlov Media staff is available 24 hours a day/7 days a week. Their number is 1-866-236-6688 and their website is www.pavlovmedia.com.

Solicitation

No advertising, selling or commercial soliciting is permitted in Tropicana Housing properties. Please contact the Front Desk if a solicitor comes to your door, so that we can take appropriate action to getting the person(s) removed.

Deliveries

All deliveries must be directed to the Front Desk. A slip will be put in the student's mailbox, indicating that there is a delivery at the front desk. Students may pick up deliveries with their personal school ID card, and the notification slip. You may not pick up a package for someone else or have someone else pick up a package for you.

Posting and Distribution

All posting must be approved by one of our Directors or Associate Directors and will only be allowed on specific bulletin boards. Please allow for at least 48 hours for your sign to be approved and hung. Tropicana Housing staff will do the posting for you. No offensive or alcohol related material may be posted or distributed. Individuals, as well as organizations, may be subject to disciplinary action for violating these regulations. Personal signs, posters, or other artifacts facing public areas are subject to removal if deemed offensive or inappropriate by one of the Directors. This includes displaying inappropriate items in suite windows or on suite doors that are visible to others.

STUDENT ACCOUNTABILITY AND THE SIX STEP SYSTEM

Students entering Tropicana Housing are expected to maintain a high level of maturity, responsibility and common sense regarding student conduct issues. Tropicana is committed to the success of each member of our community. It is important that members of the community treat others with respect and uphold the standards of conduct. Accountability and student conduct at Trop are based on the expectation that each individual is completely responsible for his or her actions, and that each individual should hold their peers accountable for their actions in the community. It is our commitment to provide a safe atmosphere where students can grow and learn without undue disruption in order to be successful in their academic pursuits. You are responsible for all policies, rules and regulations listed on this website, as well as information from other sources including:

- The Tropicana Housing Contract.
- Tropicana Housing Student Responsibilities.
- Tropicana Housing Staff.

Community Standards:

As a member of Tropicana Housing where the staff is supporting a living and learning community, students have certain rights as a resident. The following Roommate Bill of Rights lists what Tropicana Housing students should expect from one another.

ROOMMATE BILL OF RIGHTS

Your enjoyment of life at Tropicana will depend, to a large extent, on the thoughtful consideration that you demonstrate for each other.

Basic Rights of a Roommate Include:

1. The right to read and study free from undue interference in one's room.
2. The right to sleep without undue disturbance from noise, guests of roommate, etc.
3. The right to expect that a roommate will respect one's personal belongings.
4. The right to a clean environment in which to live.
5. The right to free access to one's room and facilities without pressure from a roommate.
6. The right to privacy.
7. The right to host guests with the expectation that guests are to respect the rights of the other's roommate and other hall residents.
8. The right to ask for help from Tropicana staff who is available for assistance in settling conflicts.
9. The right to expect reasonable cooperation in the use of "shared" space.
10. The right to expect reasonable cooperation in the use of "shared" furniture (couch, dresser, desk, etc.) and a commitment to honor agreed-upon payment procedures.
11. The right to be free from peer pressure.

Remember: *To be a mature adult is to accept responsibility for the welfare of others.*

TROPICANA HOUSING 6 STEP SYSTEM

Tropicana Housing's Accountability Process is based on a **Six-Step System**. This system is in place in order for students to know where they stand in the accountability process. Each policy violation is placed on a "Step". Reaching Step 6 can result in eviction from Tropicana along with the recommendation to the Dean of UCSB or SBCC for suspension or expulsion from your university. Movement to Step 6 is based on the degree to which the community is disrupted. Therefore, one severe violation, a few mid-level violations, or several low-level violations can reach step six. Steps are calculated by the culmination of a resident's policy violations. Restitution is required for every Step as well as a following sanction; however, Steps are never removed from one's file. If the sanctions are not completed in the time allotted by the hearing officer, the result will turn into a fee, which will be indicated on the formal letter given to the student.

In the following pages the policies are listed, defined, assigned a step and a minimum sanction. The sanction given is at the discretion of the hearing officer and is guided by the minimum sanction listed. The sanction given could be higher or larger, based on the details of the incident and the resident's previous history.

<u>Six-Step System</u>	<u>Minimal Sanction*</u>
Step One:	Written Notification/Warning/ typed 2-page paper. \$10.00 fee.
Step Two:	Educational Sanction, Written Notification/ Warning, and a \$20.00 fee.
Step Three:	Guarantor notification (a copy of the judicial letter may be mailed to the contract guarantor), Educational Sanction, and a \$30.00 fee.
Step Four:	Tropicana Housing Probation, Educational Sanction, guarantor notification, and a \$50.00 fee.
Step Five:	Pre-Eviction Status, Educational Sanction, guarantor notification, and a \$75.00 fee.
Step Six:	Eviction from Tropicana Housing, guarantor notification, and a \$100 fee. Dean of Students may review student's file.

***Please note these are minimal sanctions and do not necessarily apply to all conduct cases.**

These are Examples only:

Step One Offenses:

Empty Containers
Knowing Presence of Alcohol
Violation of Quiet Hours

Step Two Offenses:

Use of Tobacco
Possession and/or Consumption of Alcohol
Use of Candles or Incense

Step Three Offenses:

Excessive Quantities or Common Containers of Alcohol
Low Level Vandalism
Knowing Presence of Drugs

Step Four Offenses:

High Level Verbal Abuse
Sale of Alcohol
Possession and/or Use of Marijuana

Step Five Offenses:

Tampering with Fire Equipment
High Level Vandalism
Possession of Weapons

Step Six Offenses:

Manufacture, Sale or Distribution of Illegal Drugs
High Level Physical Abuse or sexual assault
Trespassing on the roof
Jumping into the pool from the sundeck or roof
Possession of a keg
Falsely pulling a fire alarm

Definition of Sanctions

Written Notification/Warning: A letter from the hearing officer stating the violation. This letter will also be placed in your disciplinary file at Tropicana.

Fee: A fee will be assessed for each conduct hearing where a student has been found responsible for breaking a policy. The fees will be billed as administrative fees and are as follows:

Step 1 = \$10 fee (in addition to other sanctions given at the conduct hearing).
Step 2 = \$20 fee (in addition to other sanctions given at the conduct hearing).
Step 3 = \$30 fee (in addition to other sanctions given at the conduct hearing).
Step 4 = \$50 fee (in addition to other sanctions given at the conduct hearing).

Step 5 = \$75 fee (in addition to other sanctions given at the conduct hearing).

Step 6 = \$100 fee (in addition to other sanctions given at the conduct hearing).

**If higher than a Step 6, a fee will be imposed but will be determined by the Hearing Officer based on the individual sanction.

***If Sanctions are not completed by the specified due date, any items NOT completed will turn into a fee and placed on student account. If still not completed by move out, fees will be taken out of security deposits. Fees may be worked off with community restitution pre-approved by a Director or Associate Director at the rate of \$10/hour.

Educational Sanction: A special requirement or condition at the discretion of the hearing officer with an educational goal. Such special requirements or conditions may include, but are not limited to:

- 1 Community service projects
- 2 Educational program presentations
- 3 Educational program attendance (cost of class paid by student).
- 4 Intervention classes
- 5 Restitution or fee assessed to the student

Tropicana Gardens Probation: An official sanction period of observation and review that places the student in a status such that any subsequent misconduct during the period of probation will result in additional disciplinary action typically at a higher level than the minimum sanction listed.

Pre-Eviction: A disciplinary sanction period of observation and review in which a student is formally notified that he/she is officially evicted, but that this eviction is held in abeyance. Specifically this means, that the student will be allowed to remain in the halls through the end of the quarter if his/her behavior does not violate any other Community Standards. Should the student engage in any behaviors that appear to violate these expectations he/she will be evicted from Tropicana Housing immediately.

Eviction: An official sanction that prohibits the student from residing at or being present at Tropicana Housing, Tropicana Housing parking lots and the Dining Facilities (the Café) for the remainder of the academic year as well as re-contracting for the next academic year without the approval of the Executive Director. Eviction may be accompanied by a recommendation to the Dean of Students for suspension or expulsion from the university/college. Eviction will result in forfeiture of your deposit and room and board.

Interim Eviction: A student may be immediately removed from Tropicana Housing without a hearing procedure if the hearing officer is satisfied that serious misconduct has occurred and/or the student's continued presence in Tropicana Housing presents unreasonable risk of danger to himself/herself and/or to the community and/or its members.

Restitution: Payment to a person or Tropicana Housing for damages and/or theft.

Notice of Changes in Residence Life Policies

Students will be notified of all changes in, additions to, and deletions from existing Tropicana Housing Policies through mail, email, postings in our building, and information provided to the residents by their Resident Assistant (RA). All changes are applicable to all students when announced.

Residence Life Student Conduct Process

1. Policy/Community Standard Violation by a resident(s) and/or their guest(s).
2. Documentation by Tropicana staff member or another student or others who observed the violation. A community standard/policy violation can be documented by anyone witnessing the violation. This includes the staff of your building, Isla Vista Police, another member of your community, or any individual who witnesses the violation. In order to begin the judicial process, an Incident Report must be documented and submitted to a Director or Associate Director at Tropicana.
3. Incident Report (IR) or Police Report submitted to the Associate Director and/or Director of Residence Life. The Incident Report or police report will list the names of all of those involved with their student identification numbers, date, time and place of the violation and a description of the incident.
4. A decision is made by the Associate Director of Residence Life or the Director of Residence Life as to the type of review the case warrants and who will hear the case.

Types of Review:

Written Notification/Warning

The initial notification following a community standard/policy violation is an Information Report submitted by the staff to the Conduct Coordinator and Director of Residence Life following the incident. A hearing will be scheduled with those involved and a written notice of hearing will be sent via confidential letter to the student(s) involved within 10 business days following receipt of the Information Report. The initial documentation and all communication with the student will remain on file with Tropicana Housing.

Residence Life Hearing

The next level of review is an administrative hearing with a Residence Life Hearing officer. The administrative hearing is a formal meeting and the charged student(s) is (are) required to attend. If a student chooses not to attend, a decision will be made in their absence without their input. The accused student(s) will be sent written notification via confidential mail of their alleged behavior (along with date, time, place and behavior) and the charge(s) against them within 10 business

days following an incident. The student is notified in this written notification of their appointment with the Hearing Officer.

During this hearing (which will ideally happen within immediately-3 weeks after the violation), the written documentation will be reviewed and discussed with the student(s). An explanation of the student's rights and responsibilities during the accountability process will also be discussed. The student(s) is given the opportunity to state his/her recollection of the incident. The charged student(s) may have a support person with them during the hearing, but this person may not speak during the hearing. The charged student(s) is expected to speak on his or her own behalf. The support person may not be an attorney. The Hearing Officer may contact witnesses if further information is needed.

The Hearing Officer will make a decision using the substantial evidence rule after the administrative hearing as to the level of responsibility of the accused student(s). The student(s) will be notified in writing within 10 business days (after the hearing officer has finished the *entire* case – not necessarily 10 days after their hearing) as to their level of responsibility in the incident, and the appropriate sanctions, if needed. The initial documentation of the incident as well as information gathered during the conduct discussion and all communication with the student(s) will remain on file with Tropicana Housing.

The Executive Director and/or the Dean of Students will be the designated Hearing Officer for serious incidents on a University/College level, and for students whose status with the University is in jeopardy.

5. An appeal may be made by the accused student(s):
Students have the right to appeal the decision and/or sanctions given by a Hearing Officer. The appeal is limited to a review of the record of the hearing if the decision is in violation of Tropicana policy, procedures, regulations, or is deemed unreasonable. The appeal in most cases will be reviewed by a different hearing officer and he/she may deny the appeal, affirm or reverse the decision, or forward the case to another Hearing Officer for further deliberation. A request may be made by the Hearing Officer to have the student present for an appeal hearing in which the same procedure will be followed as in an administrative hearing.

If a student wishes to appeal, he/she must complete the Statement of Appeal form, which is available at the Tropicana Housing offices. This form must be returned to the Associate Director or Director of Residence Life no later than five business days following the day that the letter is first available for the student to pick up from the Front Desk. The student will be notified in writing as to the decision of the appeal no later than ten business days following receipt of the Statement of Appeal.

Student Accountability Records and Disclosure of Information

Tropicana Housing maintains an accountability file for any student who has been accused on either an information report or a police report. These records are kept on file at Tropicana Housing. Depending upon the nature and severity of the incident, the student's file may be sent to the SBCC/UCSB Dean for further review.

Residence Life Enforcement of Community Standards

The following is a description of the community standards currently enforced in our residence hall. They have been established with the intention of supporting an environment that allows for individual expression while still maintaining a reasonable academic community atmosphere. If you have any further questions about the enforcement or the purpose of the following community standards, you are advised to discuss them with the Tropicana Staff. Certain behaviors may also constitute a violation of criminal law. The following sanctions are in addition to any fees or other penalties imposed by the court system.

Alcohol Violations

Knowing Presence of Alcohol is a policy violation. If a student knowingly is in a room or public area within the Tropicana Housing properties where alcohol is being consumed or possessed, than a policy violation has occurred. We expect for students to do one of the following when in this situation: Notify the Tropicana Staff member on duty, ask individuals with the alcohol to leave, or leave the situation immediately.

Step 1-2 Offense

Minimal Sanction: Written Notification/warning, fee

Possession and/or Consumption of alcoholic beverages in and around Tropicana Housing is permitted only by individuals 21 years of age or older, in student rooms with doors closed, and no one under the age of 21 present. In the State of California, the legal drinking age is 21 years of age & older. Persons under the age of 21 years are not allowed to possess, purchase, transport, distribute, or consume alcoholic beverages at any time.

Consumption by person's 21 years of age & older may occur in the privacy of their own rooms. It shall not become public and may not occur in or around any "public" areas (hallways, bathrooms, lounges, etc.) of the residence hall. Possession of an open container or empty alcohol containers shall be interpreted as consumed. If alcohol can be seen, smelt or heard, it is considered public, visible, and in violation of this policy.

Step 2-4 Offense

Minimal Sanction: Written notification/warning and an Educational Sanction, fee

Excessive Quantities and common containers are prohibited in the residence halls. Students may not possess excessive amounts of alcohol. The definition of "excessive" is at the discretion of the hearing officer by determining what is a reasonable amount to be consumed by those involved in the incident. Kegs, trashcans, beer bong or other large vessels that contain (or have contained) alcoholic beverages are prohibited in the residence halls.

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction to possible

eviction, fee

Sale of alcoholic beverages is defined as providing alcohol to others through exchange of money and is strictly prohibited in the residence halls.

Step 4-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Distribution of alcoholic beverages is defined as providing alcohol to others who are not of legal age. This is prohibited at Tropicana Gardens.

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and Educational Sanction, fee

Empty containers of alcohol may be considered evidence of prior consumption in the room or suite. Empty alcohol containers are not allowed to be displayed or stacked in student rooms.

Step 1-3 Offense

Minimal Sanction: Written Notification/Warning, fee

Drug Violations

The illegal use, possession, sale, manufacture or distribution of narcotics and dangerous drugs or drug paraphernalia is not allowed at Tropicana Housing. Drug violations are enforced by direct notification of police in addition to any Tropicana sanction given.

Paraphernalia is defined as all equipment, products, and materials of any kind which are used, intended for use, or designed for use in planting, propagating, cultivating, growing, harvesting, manufacturing, compounding, converting, producing, processing, preparing, testing, analyzing, packaging, repackaging, storing, containing, concealing, injecting, ingesting, inhaling, or otherwise introducing into the human body a controlled substance in violation of the laws of the state of California.

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Possession and use of illegal drugs is prohibited in the Tropicana Housing community. Tropicana Housing does not honor Medicinal Marijuana Cards. Students will still be charged with the policy violation of possession/use of marijuana.

Step 4-6 Offense

Minimal Sanction: Tropicana Probation, Educational Sanction and Community Service, fee

Knowing Presence of drugs is a policy violation. If a student knowingly is in a room or public area within Tropicana Housing property where drugs are being consumed or possessed, than a policy violation has occurred. We expect for students to do one of the following when in this situation: Notify the Tropicana Staff member on duty, ask individuals with the drugs to leave, or leave the situation immediately.

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Manufacture, sale and distribution of illegal drugs is strictly prohibited.

Step 5-6 Offense

Minimal Sanction: Eviction from Tropicana Housing and recommended Suspension or Expulsion to the Dean at the University. fee

Use of tobacco inside the Tropicana Housing rooms, common areas or in an area around the exterior of the building not labeled expressly for the use of tobacco is prohibited. In support of the health and wellness of all residents at Trop, tobacco use is not allowed. This includes but is not limited to cigarettes, chewing tobacco, hookahs, “snuff”, “chew” and “dip”.

Step 1-2 Offense

Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee

Safety and Security

Residence Hall living is based on community effort, mutual respect and consideration of others. Residents are viewed as adults who are responsible for their actions. Regulations are not designed to control behavior as each individual has the sole capacity for controlling his/her own behavior. The following policies are put in place to protect the members of the Trop community.

Laser pointers used in a way other than the manufacturers recommended use is prohibited at Tropicana Housing.

Step 1-3 Offense

Minimum Sanction: Written Notification/Warning, fee

Door propping is defined as placing any object in the area near or around the exterior doors of the building in an effort to prevent the door from being able to close or lock upon closing.

Step 1-2 Offense

Minimum Sanction: Written Notification/Warning and an Educational Sanction, fee

Key Use and Misuse. For your own safety, do not lend your room key to another person. Duplication, borrowing, or loaning room keys or I.D.s to guests or friends is strictly prohibited under any circumstances.

Step 2-6 Offense

Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee

Any weapons, including firearms, BB guns, air soft guns, toy guns, sling shots, bows and arrows, martial arts weapons, knives, paint guns and any item that is a reasonable facsimile of such a weapon are not allowed at Tropicana Housing.

Step 5-6 Offense

Minimal Sanction: Pre-Eviction and an Educational Sanction, fee

Unauthorized entry includes, but is not limited to custodial, maintenance and storage closets, roofs or any part of the buildings outer structure, attics, swimming pool after

hours, or the café after hours.

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction to possible eviction, fee

Unauthorized entry into another student's room is a felony and is treated very seriously.

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction to possible eviction, fee

Fire safety is very important at Tropicana Housing. Smoking, hookahs, open flame cooking equipment, candles/incense or overtaxed electrical systems, causes most residence hall fires. Toxic gases in smoke, usually caused by burning plastic, can render a person unconscious in a few seconds. For these reasons Trop has the following policies:

Step 1-6 Offense

Use of candles and/or incense at Tropicana Housing is prohibited.

Low: Step 1 - 2 Offense

Minimal Sanction: Written Notification/Warning and/or an Educational Sanction, fee

Possession or use of chemicals or explosives OF ANY KIND is strictly prohibited in the residence halls. Possession of an explosive device is a felony.

Step 5-6 Offense

Minimal Sanction: Eviction from Tropicana Housing, fee

Tampering with fire equipment or disabling any part of the fire alarm system, smoke detectors, discharging an extinguisher or registering a false alarm, can endanger life and property and is strictly prohibited at Tropicana Housing. This is also a federal offense and will be pursued criminally.

Step 3-6

Failure to evacuate a building when evacuation procedures are in effect places you in severe danger. Although on occasion, there is a "false alarm", each alarm is to be treated as a real threat to the safety of our residents. Failure to evacuate a building is taken very seriously.

Step 5-6 Offense

Minimal Sanction: Pre-Eviction and an Educational Sanction, fee

Arson is defined as purposely setting fire to another's property. In the event a student is found responsible for intentionally setting a fire, the following sanctions will be in addition to any legal ramifications.

Step 5-6 Offense

Minimal Sanction: Eviction, Restitution, and request for Expulsion from the University, fee

Disorientation includes failure to seek appropriate assistance for any health-related concern, including mental health, which causes the student to be disorientated and/or a risk to themselves or the community.

Step 3-6 Offense

Minimal Sanction: Educational Sanction, fee

Disruptive Behavior are actions or behaviors that disturb the academic pursuits or infringe upon the privacy rights, privileges, health or safety of other persons is unacceptable. Any activity that has a negative impact on the reasonable use of Tropicana facilities by others will not be tolerated. This behavior may include: disorderly, indecent, or obscene conduct or expression, hygiene concerns, voyeuristic behavior, emotional outbursts, and/or reckless, offensive, lewd or lascivious behavior made in public areas, or public intoxication.

Step 3-6 Offense

Minimal Sanction: Educational Sanction, fee

Prohibited Activities/Items

The following activities create a risk of damage, injury or other intrusion on the rights of others and will result in disciplinary action.

Sports in the complex. These activities can cause damage and injury and tend to escalate beyond what one or more of the parties intended. Such activities include, but are not limited to: water fights in or around any part of the building's structure, any activities or games in hallways, common area, balconies, sun deck, rooms or suites, or adjacent parking lots which can cause or contribute to injury, damage or excessive noise, such as frisbee, darts, wrestling, tossing balls, bouncing balls, skateboarding, rollerblading and bicycling.

Step 1-3 Offense

Minimal Sanctions: Educational Sanction and a written warning, fee

Jumping/Diving into pool from the Sundeck, railing or roof is strictly prohibited.

Step 5-6 Offense

Minimal Sanction: Eviction, fee

Throwing or discharging low damage or injury items from or toward the building, towards or in the pool, or inside the building, including but not limited to water balloons, food, cigarette butts, litter, spit, etc. is prohibited.

Step 1-3 Offense

Minimal Sanctions: Educational Sanction and a Written Notification/Warning, fee

Throwing or discharging high damage or injury items from or toward the building, towards or in the pool, or inside the building, including but not limited to bottles, deck furniture, and rocks is prohibited.

Step 4-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Unauthorized Room Change is not allowed without the approval of the Residence Life Director, Director of Finance and Administration, or Executive Director. Please do not change rooms without receiving approval from one of these staff members. If an unauthorized move takes place a \$25.00 per day fee may be imposed for unauthorized room/suite changes with disciplinary action to follow.

Step 3-6 Offense

Minimal Sanction: Pay daily fee, Educational Sanction, fee

Appliance and Electrical Fixtures

Items such as space heaters, Swamp Coolers, multi-plug extension cords and multi-plug adapters are not allowed. Surge-suppressors and multi-outlet cords with circuit breakers, however, are permitted. Tropicana is not responsible for damage due to power surges. Cooking equipment: such as hot plates, toasters, George Forman Grills, electric fry-pans or anything with an exposed heating element is not allowed in the residence hall. Closed-element appliance, hot air popcorn poppers, blenders, coffee makers, and refrigerators of no less than 4 cubic feet may be used.

Step 1-3 Offense

Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee

Real Christmas trees or wreaths are not allowed. Spray snow is okay if the window is pre-coated with non-stick oil and snow is cleaned off before break. Strings of lights are okay if unplugged when leaving your room.

Step 1-2 Offense

Minimal Sanction: Written Notification/Warning and Removal, fee

Motorcycles, mopeds, Jet Skis, boats, and automotive parts or components may not be kept in or around the buildings, except in designated parking areas. **Bicycles may not be kept in hallways, stairwells, balconies, or public areas except in designated racks. It is your responsibility to have your bike locked in a rack. If you do not lock your bike and someone else moves it, you may be responsible for any damage or fees assessed for impounding the bike (\$25).** Nothing may be attached to exterior poles, railing, trees, etc., or placed in hallways and balconies. If Tropicana impounds your bicycle, we will hold the bike for a period of 14 days for you to come and claim your bike. After the 14 day period, we will donate your bike to someone in the local area.

Step 1-3 Offense

Minimal Sanction: Written Notification/Warning and Educational Sanction, fee

Pets are not to be kept permanently or temporarily in the residence halls. Each resident is allowed one, 10-gallon fish tank for the sole purpose of housing fish only.

Step 2-6 Offense

Minimal Sanction: Written Notification/Warning and Educational Sanction, fee

Furniture owned by Tropicana is not to be removed from its location in common areas or student rooms. Theft of property or of services belonging to Trop, or knowing presence of stolen property, is subject to disciplinary action.

Step 1-6

Misuse of Trop furniture such as lofts or bunking beds in a way other than for which they were designed is prohibited. Waterbeds of any kind are not allowed at Trop. Trop furniture may not be placed exterior to suites, including walkways. Bedroom doors and closet doors may not be removed by residents.

Step 2 -4 Offense

Minimal Sanction: Written Notification/Warning and Educational Sanction. , fee

Pranks. Any action taken by residents that has the potential to cause harm, injury or damage to another resident is subject to disciplinary action. Many acts thought of, as “pranks” can be potentially dangerous to those upon whom they are acted out. It is in the best interest of all involved not to participate in such activities.

Step 2-6 Offenses

Minimal Sanctions: Educational Sanction and a Written Notification/Warning, fee

Vandalism or damage of Tropicana or personal property. If you accidentally cause damage, report it immediately. Otherwise, it becomes a disciplinary issue.

Low Level Vandalism or Damage (less than \$500 damage)

Step 3-6 Offense

Minimal Sanctions: Residence life Probation, Educational Sanction and Restitution, fee

High Level Vandalism or Damage (\$500 or more in damage)

Step 5-6 Offense

Minimal Sanction: Eviction from the Residence Halls, fee

Intentionally or recklessly misusing or damaging fire or life safety equipment, including, but not limited to, security cameras, smoke detectors, telephone lines, safety signs, fire alarms and extinguishers is a prohibited behavior.

Step 5-6 Offense

Minimal Sanction: Pre-eviction, Educational Sanction and Restitution, fee

Theft

Theft is defined as knowingly obtaining or exercising control over anything of value without authorization. In order to foster a strong sense of community within Tropicana, it is important to respect other’s possessions even more than you would have them respect your own. Theft is taken very seriously whether it is the property of a student or Trop.

Low Level Theft (under \$500 value stolen)

Step 2-4 Offense

Minimal Sanction: Tropicana Probation, Educational Sanction and Restitution, fee

High Level Theft (\$500 or over value stolen)

Step 5- 6 Offense

Minimal Sanction: Tropicana Eviction and Restitution, fee

Possession of stolen property with a value less than \$500.

Step 2-4 Offenses

Minimal Sanctions: Tropicana Probation and an Educational Sanction, fee

Possession of stolen property with a value of more than \$500 is a felony.

Step 5-6 Offense

Minimal Sanction: Eviction from Tropicana Housing, fee

Guest and Visitor Policy

Only residents and their guests are permitted in Tropicana Housing. You are expected to accompany guests at all times while they are in the building. To verify that you are a resident, you may be required to show your student ID at the front desk or to a staff member. Your cooperation will help protect the security of your building. You will be held responsible for the behavior of your guests. Every member of a community has obligations to others in the community which outsiders may not have. Consequently, the people who bring a nonresident into their living environment must be willing to assume responsibility of that person's behavior. This encourages residents to give greater consideration to those whom they bring into Tropicana and also to make greater efforts at encouraging responsible behavior by their guests. While you cannot control another person's behavior, you can control whom you choose to have as a guest. The fact that you are responsible for those people you allow to visit should foster more judicious decision-making on your part. It is your responsibility to inform guests of our policies and to encourage compliance.

One overnight guest per resident is allowed for a **MAXIMUM** of 3 consecutive nights in a 14-day period. You must have prior permission with **ALL** of your roommate(s)/ suite mate(s). Violations of this policy may result in disciplinary action and immediate removal of the guest.

Overnight Guest Policy Violation

Step 2-4 Offense

Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee

Quiet Hours

During designated **Quiet Hours**, particular courtesy should be shown to enable others to concentrate on their studies and get sufficient sleep. Quiet Hours are established as the following:

10 p.m. – 8 a.m. - Daily

Radios, televisions, and stereos should be turned down so they are not heard outside of your room. Stereos that continually disturb residents of Tropicana or room may be retained in storage for a length of time to be determined by the Trop staff. Stereos may not be played through open windows as they may disrupt other resident students. A City of Goleta noise permit must accompany amplified music in or around Tropicana Housing. Musical instruments should not be heard outside of your room. If you experience a problem with noise, you are encouraged first to speak directly with the responsible individuals; then, if you are not satisfied, seek the assistance of your RA.

Step 1-3 Offense

Minimal Sanction: Written Notification/Warning, fee

Courtesy hours are always in effect. This means that residents should always honor the requests of their community concerning noise levels, even when it is not scheduled quiet hours. Violation of courtesy hours, after given an opportunity to lower your noise level will result in the following disciplinary action.

Step 1-2 Offense

Minimal Sanction: Written Notification/Warning, fee

Quiet Hours During Exam Week are in effect 24 hours a day. It is essential that residents' needs for sleep and study are particularly respected during final exams. Tropicana is committed to providing an academic environment in our residence halls and we take quiet hour violations during exam weeks very seriously.

Step 2-4 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Incidents happening during final two weeks of academic year - Judicial hearings may not be able to happen at the end of the year. If incidents happen during the final two weeks, a letter will be sent out to the student indicating what step they received from the incident in addition to prior steps. A fee will be imposed on the student, which may come out of the security deposit. This fee imposed at the end of the year, can be worked off by doing community restitution (service) at Tropicana Housing.

Abuse and Discrimination

Tropicana Housing exists to complement the educational mission of an institution of higher learning at UCSB and SBCC. Our expectations and standards of acceptable behavior are reflective of our purpose. Each resident has the right to live in a safe environment free from abusive or discriminatory behaviors.

Verbal abuse, including offensive language and derogatory slurs, expressed either verbally or in writing. The assessment of the degree of verbal abuse is at the discretion of the Tropicana Staff member.

Low Level Verbal Abuse

Step 1-3 Offense

Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee

High Level Verbal Abuse

Step 3-5 Offense

Minimal Sanction: Tropicana Probation, and an Educational Sanction, fee

Physical Abuse includes using physical force upon another person or persons. The assessment of the degree of physical abuse is at the discretion of the Tropicana Staff member.

Low Level Physical Abuse

Step 1-3 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

High Level Physical Abuse

Step 4-6 Offense

Minimal Sanction: Eviction, fee

Offensive behavior exhibited by any student will be subject to disciplinary action.

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Sexual Misconduct which for administrative purposes, is defined as any sexual contact/intrusion/penetration that is absent of or without consent by all parties. Examples include, but are not limited to: a) touching another's genitals/breasts without their consent (through clothing or skin to skin contact), b) having sexual contact/intrusion/penetration with someone who is incapacitated (one who is incapable of making a rational decisions; e.g. from alcohol/drug usage, etc...), c) continue sexual activity after either party has made it clear, either verbally or by conduct, that they do not want to have physical contact. To reduce the possibility of miscommunication or misunderstanding, Tropicana strongly encourages all parties engaging in sexual activity to obtain verbal consent before any such activity occurs.

Step 4-6 Offense

Minimal Sanction: May range from Tropicana probation to eviction from Tropicana Housing and possible recommendation to the Dean for Suspension from the University. fee

**Interim eviction is a strong possibility in sexual misconduct or abuse cases. (see definitions of sanctions)*

****Verbal or physical abuse, when directed at any staff member will be assessed as High Level Abuse.**

Sexual Harassment which includes but is not limited to non-consensual verbal or physical conduct related to sex which unreasonably interferes with an individual's work, educational, or social performance or creates an intimidating, hostile or offensive work, education or social environment; or is a violation of an individual's privacy, at Tropicana Housing properties, at Tropicana Housing sponsored or supervised activities, pictures/posters in public view (on door, window, etc.) or at functions of recognized student organizations, is strictly prohibited.

Step 1-6

Minimum Sanction: Written Notification/Warning, Educational Sanction and possible Probation, fee

Discriminatory acts including, but is not limited to; racism, sexism, homophobia, and ageism are considered a violation of community standards. This includes intentionally, recklessly or negligently causing physical, mental or emotional harm to any person.

Step 3-6

Minimum Sanction: Written Notification/Warning, Educational Sanction and possible Probation, fee

Threatening or intimidating behavior whether written, verbal or physical is not permitted. This includes conduct that threatens or endangers the health, safety, or welfare of others.

Step 1-6

Minimum Sanction: Written Notification/Warning, Educational Sanction and possible Probation, fee

Harassment is defined as behaviors that create an environment so intimidating or hostile that it interferes with a student's ability to learn or participate in the campus environment.

Step 1-6 Offenses

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Miscellaneous Violations

In order for us to be successful in developing responsible and respectful communities, we must have cooperation from residents. You may, at time, question policies or the means of implementation. If so, you should voice your dissent through proper channels, such as making an appointment with the Associate Director or Director of Residence Life and Community Relations, or the Executive Director. Having people fail to comply with regulations or encourage others to violate policies can lead to chaos. Providing false information may also cause unnecessary disruption and fails to meet the standard of honesty we expect.

Active and passive participation. Residents are expected to not be or remain present during any violation of the Community Standards as your presence may suggest that you condone, support or encourage the violation. Please understand that you are responsible for the behavior and activity that occurs in your Tropicana room, and also for items that are in your room, whether you are present or not. If you anticipate or observe a violation of the Community Standards, you are expected to remove yourself from the situation and are strongly encouraged to report the violation. Please also know that if you are aware of a violation and choose either to not report it or to lie about it, that you are passively participating in the violation and may be subject to conduct proceedings.

Low - High level Passive Participation: Step 1 Offense - Step 3 Offence

Minimal Sanction: Written Notification/Warning and possible Educational Sanction , fee

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Inappropriate level of cooperation with Tropicana Staff members.

Step 2-5 Offense

Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee

Failure to complete assigned sanctions within the specified amount of time.

Step 1-3 Offense

Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee

Danger or threat to self or others.

Step 0-6 Offense

Minimal Sanction: Depends on individual circumstance, fee

Aiding or encouraging others to violate hall policies.

Step 1-3 Offense

Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee

Misrepresentation to Tropicana Staff members. Providing false information or identification to a Tropicana staff member or providing false deceptive or distorted information in a judicial hearing.

Step 1-3 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Retaliation is any conduct which serves as a reprisal with the intent of causing physical or psychological pain to an individual who has initiated a complaint. Retaliation includes, but is not limited to, unwelcome or repeated contacts by telephone, by letter, in person, or by third party; damaging or vandalizing personal property; offensive acts/gestures; overt threats, whether or not they were actually carried out; or any conduct that would instill fear and trepidation in the victim.

Step 3-6 Offense

Minimal Sanction: Sanctions range from Tropicana Probation to Eviction depending on severity of incident. Referral for University Probation or Suspension is likely at higher level incidents. fee

Violations during Dead Week or Finals Week which occur, the Associate Director or Director of Residence Life will have a hearing without the student due to time remaining in the semester/quarter because it may not be possible to set up a hearing before he/she leaves. The hearing officer will write a letter with their response to the incident, which community service and / or a fee of \$100/cumulative step will be involved.

Internet Postings and Online Communities

Please be aware of what you post to the public on online social networks such as Facebook, MySpace and Twitter. Although these sites are not monitored by Tropicana's staff, if a judicial infraction is publicized on such a site and brought to the attention of a staff member, action may be taken and a judicial sanction may be imposed.

***In the above cases, a student may be placed on **Tropicana Probation** without a hearing and be required to meet further with the Executive Director.

CONTRACTS AND ROOM ASSIGNMENTS

Financial Aid (F.A.) Deferred Payment Plan

Tropicana Housing offers a deferred payment plan for students who are receiving Financial Aid. For more information on this plan contact our Director of Finance and Administration in the Front Office during normal business hours.

Housing Payments

Installment payments are due on the 1st of every month. ***No statement is sent regarding this billing.*** A \$50.00 late fee will be assessed if payment is not received by the fifth day of the month in which it is due. If you are having difficulty with your payment schedule, please contact the Director of Finance and Administration before your payment is due, at (805)968-4319, so we can work with you to accommodate your needs.

Room Changes

If you and your roommate are having difficulties, which you cannot resolve, you should discuss your problems with your Resident Assistant who has been trained on dealing with these situations. During the first three weeks of the academic quarter we do not allow room changes. You and your RA may come up with some new ways to approach the problem. If, however, no improvements occur, then you may wish to consider a room change. The room change process begins with filling out the Room Change Request Form, which you can obtain at the front desk. You must make an appointment with an Associate Director or Director to discuss your situation and see if there are any spaces available. Official approval must be granted before changes are made. A \$50 administrative fee is due upon an Associate Director's or Director's approval of the room change. A \$25.00 per day fee may be imposed for unauthorized room/suite changes with disciplinary action to follow.

Contract Cancellation

Your contract is a legal binding document signed for the entire academic year. To be considered for release from your contract, you must submit a letter stating your reasons, fill out a Contract Termination Petition and make an appointment to meet with the Director of Finance and Administration to discuss your situation. Your petition will be reviewed and financial responsibilities determined.

Check-Out

Before check-out, you will receive a memo describing what steps you must follow for an appropriate check-out. It will detail what is expected in your suite, return of keys and mail forwarding procedures. Failure to vacate your room by the last date of your contract could result in removal of your personal property by Tropicana staff. There is a \$50.00 charge for failure to check-out on time or failure to follow check out procedures when moving out of Tropicana Housing.

GENERAL SAFETY

Tropicana Housing is committed to maintaining high standards for safety and security in the residence hall. Individuals who jeopardize the safety and security of others by violating any of the following regulations, by not following security procedures, or by creating a safety hazard within the hall will be subject to disciplinary action from Tropicana Housing and civil authorities. It is important that all residents and their guests recognize the importance of the following safety and security regulations:

Ledges, Roofs, Balconies and Walls

Being on the roof or ledges for any purpose, hanging on balconies, sliding down stairwell railings, and the scaling of exterior walls is prohibited. Throwing objects from ledges, roofs, balconies, windows, etc., is strictly prohibited. Violation of this policy will result in disciplinary action, including immediate eviction.

Windows and Screens

Throwing, dropping or allowing any object to fall from a residence hall window constitutes a safety hazard and / or litter problem and is cause for disciplinary action. A \$65.00 fee is assessed for unauthorized removal of, or tampering with the screens.

Bunk Beds, Lofts and Waterbeds

Bunk beds and lofts must be positioned away from the windows. The plate glass will not provide support as a backrest, and residents should not lean against it. Waterbeds are not permitted. They cannot be allowed because of weight, electrical and flooding problems.

Safety Problems

You should report any safety-related problems to a Resident Assistant, Executive Director or Director of Facilities. A message can be left for the staff at the front desk.

Weapons

Firearms, hunting equipment and other weapons (including but not limited to sling shots, air powered guns, toy guns that may resemble a gun, air guns, wrist rockets, knives, paint ball guns and nun chucks) are not permitted in Tropicana, nor is there any storage space provided for such equipment. Possession and/or use may result in disciplinary action, including eviction and possible arrest. You may check any of these into the police department (for use such as hunting) and have access to it 24-hours a day.

Bicycles

If you own a bicycle, it is imperative that you get it registered by the Community Service Organization (CSO). CSO's will be available to register bikes during Registration Week on the UCSB campus. To further protect your bicycle from theft, get a good lock and always attach your bike securely to a bicycle rack. If your bike is not securely locked to a bike rack, your bike may be impounded. For safety reasons, when riding your bicycle outside of Trop, travel at a reasonable speed, use a bicycle light at night and wear a helmet. Bicycles should be walked inside Tropicana properties. [Riding your bicycle will result in disciplinary action]. Be sure to park your bicycle in the racks or designated areas and lock it securely to ensure your bike not being impounded. If your bicycle is attached to a stairwell, blocking a stairwell or is not parked in a designated area, your bicycle may be impounded. There is a \$25.00 fee to remove an impounded bike. Tropicana will hold your impounded bike for 14 days. After the 14 day period, we will donate the bike to a local charity of our choice.

Skating

Roller-skating, roller-blading, inline skating, and skate boarding are prohibited in Tropicana Gardens.

Motorcycles, Mopeds and Jet Skis

Motorcycles, mopeds and jet skis may not be brought into any area of Tropicana Housing. No vehicles or machines with combustible fuel can be stored at Tropicana. If any are found, they will be impounded. These vehicles should be parked in the Tropicana parking lot with a parking permit.

FIRE REGULATIONS

Fire Alarm Systems

The fire alarm system consists of smoke detectors and pull stations. Activation of the fire alarm system will sound all fire alarm bells in the building. The fire department responds with fire engines, paramedic units, and police personnel. Please do not take out the batteries out of your smoke alarm, and if the alarm is not working properly, please bring it to our attention immediately and we will take care if it.

Fire in the Building

Upon discovery of a fire, make sure that everyone is out of the room. Leave the room and close the door behind you. Break the nearest fire alarm box, pull the fire alarm, and dial 911 and report the fire. Contact the nearest staff member and evacuate the building. All fires must be reported, even those, which were self-contained and were put out. According to state and federal law, the fire department needs to investigate every fire.

Fire Alarm Evacuation Procedure

- Test your door for heat or smoke before exiting. Should the door be warm or the hallway impassable:
- Place towels or a blanket at the base of the door.
- Telephone the fire dispatcher at 911, giving name, address and room number.
- Go to the window and make your presence known.
- If the door is cool, exit the building immediately by the route which is posted on the back of your front door.
- Grab your shoes, jacket, and keys before evacuating.
- If you are in your room, lock your door and take your key when leaving.
- Once outside in the designated area, maintain 100 feet of clearance from the building. Please wait for instruction from staff or a trained professional.
- Re-enter the building only after receiving instructions to do so.

Every alarm must be treated as a genuine emergency. It is each resident's responsibility to leave the building whenever a fire alarm sounds. Failure to evacuate immediately will result in disciplinary action, which may include a fee.

Fire Equipment

It is a misdemeanor to tamper with or interfere with fire alarm pull stations, smoke detectors, fire extinguishers, hoses, and "Exit" signs and lights. Violations are subject to legal prosecution.

Smoke Detectors

Smoke detectors are designed to activate the fire alarm within the individual suite. It is against policy to remove the battery from the detector. If your battery is dead, contact the Front Desk.

False Fire Alarms

False fire alarms (pulling fire alarm stations, tampering with smoke detectors, etc.) will result in legal action and an automatic \$300.00 fee as well as disciplinary action at Tropicana. Remember, you are responsible for you and your guest's actions. False alarms inconvenience Tropicana residents and emergency personnel, deprive the Santa Barbara community of adequate fire protection and breed a lack of credibility for the alarm system in your building.

Fireworks

Anyone with fireworks within the residence hall will be subject to disciplinary action.

Open Flames

Burning candles, barbecues, sternos, hookahs, incense or any open flames are not allowed in Tropicana and violation will result in disciplinary action.

Flammable Liquids

Storage or use of any flammable liquids in any quantity is prohibited in Tropicana and violation will result in disciplinary action.

Decorations

All holiday and party decorations, for quads, suites, etc., must be of non-flammable materials. Fire retarding decorating material, such as cotton, papers and ribbon, are available in many stores.

Earthquake Evacuation

- If you are inside a building during an earthquake, stay inside.
- Sit or crouch against an interior hallway or take cover under a desk or table.
- Stay away from all glass areas such as windows and mirrors.
- Leave the building when the shaking stops and remain outside.
- Do not stand under overhangs on the outside of buildings. Move into the open and stay away from power lines.
- Follow safety instructions given by staff.

SECURITY

All exterior doors are locked at 10:00 PM, however, your key will open the exterior doors. If your keys are lost, you are responsible for purchasing a new key at the Front Desk in order to maintain security for yourself, your suite's possessions, and for your community.

It is every resident's responsibility to maintain the security of Tropicana, such as keeping the hall securely locked, protecting keys from loss and reporting suspicious individuals or activity. It is also important for you to close your door and you're your windows at night. For safety as well as security reasons, screens must remain on windows at all times. Doors must not be propped open.

Security Consciousness

We encourage all residents to promote an internal escort system for safe travel at night, whether out jogging, walking to and from campus, or going to Isla Vista for a late night snack.

Security Cameras

Security cameras are located throughout public areas of Tropicana Gardens and Tropicana Del Norte property. They are NOT monitored. These cameras only serve the purpose of protecting the building from vandalism and misconducts. Having these cameras helps in holding the responsible individuals accountable for his/her actions, and helps reduce the costs of unneeded repairs caused by inappropriate behavior. Should you be seen on camera breaking a Tropicana policy, disciplinary action may take place.

Courtesy Patrol

Tropicana Gardens and Tropicana Del Norte house two courtesy patrol officers who patrol the inside and outside of the building every weekend and occasionally weekday nights, addressing conduct, safety and maintenance issues as necessary.

Insurance

Although Tropicana Housing does not insure your personal property or promote any particular insurance agency, we recommend that you have insurance on personal items such as musical instruments, computers, stereos, televisions, other electronics, etc. Homeowners insurance often covers property outside of the home, which means that your parents' insurance may cover your property while you are living in Tropicana. You are encouraged to check with your parents to see if this is the case. If not, check local listings to find an insurance agency that offers renter's insurance.

Police Department

Since we are not located on University property, the Sheriff's Department or the Isla Vista Foot Patrol will respond for law enforcement duties in and around Tropicana properties. We will also utilize some of the UCSB campus service organizations such as the Crime Prevention Program and Community Relations Programs as well as the Community Service Organization. For an emergency call 911 immediately.

Community Service Organization

The Community Service Organization (CSO) consists of a group of 55 students who work with the Police Department in serving the campus community. The CSO officers can be identified by their yellow shirts and the radios, which keep them in direct contact with the police. The CSO offers an escort service both on the UCSB campus and in Isla

Vista. To request an escort, pick up any red emergency phone on the UCSB campus or call 893-2000.

ENERGY AND RESOURCE CONSERVATION

Efficient use of energy and resources saves you money. You pay for your utilities through your housing payments. Any savings you make helps keep fees down. We are spending several thousand dollars a week on utilities just for housing and the costs are still increasing. You can reduce the cost of utilities simply by being aware of what you use and avoiding waste.

We, the United States, consume a third of the world's energy, yet we account for only 6% of the world's population. Each person in the U.S. uses approximately twice as much energy as a citizen of Switzerland or New Zealand, however, both of these nations have a higher standard of living than the U.S. Using energy and resources more efficiently can increase our standard of living by reducing many of the environmental, social, and political problems associated with wasteful use.

Individual Action

Conservation means using energy and resources wisely. Conservation doesn't mean personal sacrifice or a reduced standard of living, it means eliminating waste. We each have the choice of being part of the problem or part of the solution. Conservation is simple. All it requires is that each of us makes a personal commitment to eliminate waste.

Energy

We are installing more efficient devices and equipment throughout Tropicana's facilities to reduce energy consumption. We have retrofitted the lighting, plumbing and heating systems. You can help by:

- Turning off all lights when leaving your suite
- Reporting all leaky faucets or running toilets to the Front Desk immediately
- Turning your heater down before you go to sleep and off when you are not home

Recycling

Recycling trash cans are located in the living room of every suite and a recycling bin is located behind Tropicana Gardens in the gated area. Cardboard, Aluminum, Glass, Plastic, Newspapers, and Paper can be recycled. Please take a little bit of time to recycle and help the environment! Thanks!

TROPICANA STUDENT ORGANIZATION (TSO)

Success, growth and fun are what we believe each resident wants from this academic year. Tropicana Student Organization (TSO) is an organization committed to providing Tropicana residents with opportunities for success, growth, and fun. If you are looking

for experience in leadership, representing others, and programming large events, TSO wants you! The following gives you a brief description of what TSO is about.

Structure and Involvement

TSO is broken up into three levels of involvement. The first level of involvement is you. It is *your* ideas and *your* participation that TSO wants to have. The second level of TSO are quad representatives/officers and other positions in which you are interested in having. This governmental body is composed of all the quad officers of Tropicana Gardens and Tropicana Del Norte. The third level may include four or more executive elected officers: President, Vice President, Secretary, and Treasurer. The TSO officers and quad representatives represent and plan activities for all students in the building. The Associate Director of Residence Life and the Assistant Directors advise TSO with the counsel and participation of Resident Assistants as well. Essentially TSO is an organization which represents the residents' interest and provides an environment for learning, personal growth and fun.

Participation

Participation in TSO is open to everyone at both properties, Tropicana Gardens and Tropicana Del Norte. Elections for quad representatives and other officers are held early in the Fall Quarter. If you are interested in an officer position, see your Resident Assistant.

Fees and Funding

As a member of TSO, each student in Tropicana Gardens and Tropicana Del Norte has paid \$150 as a part of their residence hall payment. This fee is dispersed between TSO and the quads for their various activities.

Social and Recreational Programs

In addition to educational programs, residents and staff may sponsor programs that are recreational or social in nature such as dances, secret pals, talent shows, coffeehouses and team sports. The various levels of TSO are available to assist in the funding of these programs.

SUITEMATE SURVIVAL TIPS

The Experience

Having a roommate can be one of your greatest college experiences given mutual respect, communication, and the desire to make the relationship work.

It is often trivial issues that can cause conflict between people sharing a living space. The best way to avoid unnecessary conflict is to take time to discuss both of your views, lifestyles, and pet peeves. If you are living in a suite that is tripled, it is especially important to sit down with your suite mates and discuss what kinds of expectations you have regarding your living arrangement. Sometimes it helps to set up suite rules, such as quiet time for studying, bedtime, etc. Following are some suggestions for discussion:

1. When you wake up and how (who sets/turns off the alarm clock).

2. Anticipated bed times and hours of sleep needed.
3. Study habits (Do you study in the evenings or in the day?).
4. Sleeping habits (Do you require total darkness or quiet?).
5. Who has priority in the room (A person studying, sleeping, watching television, talking with friends, etc?).
6. Who cleans what and when (You may want to make a schedule).
7. Times when friends can and cannot be in the room (How late? When is it disturbing?).
8. Loaning personal belongings to your suitemates, or anyone else (What is okay or not okay to loan to whom and when?).
9. How clean do you need to keep the room/bathroom/living room?

Communication Hints

1. Talk about what you want in a roommate relationship and what you need to live comfortably with another person.
2. Do not hesitate to be honest from the beginning and express what you are feeling, what you need, and who you are.
3. Listen to what your roommate needs and wants.
4. If anything in the living situation is bothering you, talk about it before it builds up and is blown out of proportion.
5. Talk to your roommate before you talk to someone else and risk it getting back to him or her.
6. Anytime you confront, ask your roommate for their response.
7. Strive to keep communication lines open, especially when there are problems. Try not to withdraw or refuse to talk.

Respecting Your Roommate

1. Do not expect your roommate to be your best friend. Allow individual differences and use them to learn about other people's unique styles, thoughts and feelings.
2. Understand that you are "sharing" the room and that both people need to feel good about living together. Talk about any decisions or actions that will affect both of you. Do not expect to be catered to or live like you are living alone.
3. Live by any mutual agreements you make, whether it's to talk weekly about potential problems, or keep your side of the room clean.
4. Be sensitive to your roommate's need for privacy or requests for sleep or study.

If you and your roommate are having a problem that you could use help resolving, contact your Resident Assistant. If the problems persist please contact an Associate Director or Director. They will attempt to help you communicate better, and/or find a solution. (All matters are kept confidential).

Some Things to Talk About

- How would your friends describe you?
- What do you want out of your college experience?
- What do you want to do with your life?
- When do you need to be left alone?
- Do you drink or smoke?
- What kind of music do you like?
- Are you a light or heavy sleeper?

The Room Assignment Process

We attempt to place residents by using the information on their application and/or contract. If your roommate situation is not working out, a room change may be possible after the second week of UCSB's academic quarter. Due to housing demand/limited space, there might not be a room opening available. Only with the approval of the Executive Director and each resident agreeing to switch rooms, can a room change take place. (For more information see Room Changes).

DINING SERVICES

General Manager at Tropicana Gardens

Jeremy Glennon - General Manager at *Bon Appetit*
Bon Appetit phone number (805) 968-2501

General Manager at Tropicana Del Norte

Meal Hours

Meal hours have been arranged to provide flexibility in our dining service. Schedules will be posted in advance for special meals, finals and holidays. On holidays and weekends two meals are served: brunch and dinner. (Hours are subject to change). While the café is open, there are unlimited meals for Tropicana residents.

NEW EXTENDED HOURS !!! For your dining convenience.

Monday - Thursday
6:45am- 8:00pm

Friday
7:00am- 7:00 pm

Saturday and Sunday
8:00am- 7:00 pm

Café Entrance via Salto/Safe Lock Key AND Student ID

Your suite Salto/Safe Lock key AND student ID identifies you as a Tropicana resident who is eligible to eat in the Café. You must bring your key to all meals or be prepared to pay the guest meal price.

Misuse of Identification Cards and Keys

There is a minimum \$25.00 fee per meal for any misuse of I.D. cards. This includes loaning your card/key to others, so be very careful to keep your card/key in your possession at all times. Misused cards/keys will be confiscated immediately and

disciplinary action will follow. Your guests are not able to use your card/key. They must pay the meal price at the café door before entering.

Lost Identification Cards

If you lose your UCSB/SBCC Access Card or forget to bring it to a meal, you will need to pay the guest meal price and request a receipt. This receipt will entitle you to a refund, at the café office, upon presentation of the receipt and I.D. card within 7 days.

Unlimited Seconds

Once inside the café, you may eat as much as you wish of any item. The abundance of menu choices and selection may be overwhelming and lead to wasted food if “your eyes are bigger than your stomach.” We do limit the entrees to one at a time in order to prevent waste, but the rest is up to you. Any food wasted and thrown away is money out of your pocket and an unfortunate misuse of the world’s resources.

Guest Meals

You are welcome to bring guests with you to any meal. Each guest must pay the cost of their meal and those prices are posted in the café.

Take out Policy

All food/drink must be consumed in the café, with the exception of the following:

- Piece of fruit
- Two cookies
- One muffin
- Ice cream cone

No personal beverage containers are permitted?? (i.e. thermos, coolers, water bottles, etc.) with exception of Tropicana mugs. There are no TO GO boxes available.

Café Etiquette

Every student will be responsible for abiding by the policies and procedures of the café. Damage, theft, misuse of meal cards or any other inappropriate behavior will be subject to discipline. In addition, proper attire must be worn in the Café at all times. Due to health code regulations, shirt and shoes must be worn at all times in the café.

Comment Cards

To improve the service, selection and quality of the food service, we have provided comment cards for you to use. If you have any constructive suggestions or would like to see more of a certain item, please feel free to fill out a card.

Dining Options: Sack Lunches and Dinners

The café provides take out meals to accommodate students who are unable to eat lunch or dinner because of class or job conflicts.

Sack Lunches: Students may acquire sack lunches during the breakfast hours on the day needed. Note that your I.D. card/key will be scanned. Available Monday through Friday only.

After hour Dinners: Special arrangements can be made to acquire an after hour's meal. The order must be placed by completing an "After Hour's" meal form. This form must be submitted before the end of lunch the day you need the dinner. "After Hour's" meals may be picked up at the back of the kitchen door until 9:00p.m. Available Monday through Friday only.

If a sack lunch or after hours meal has been prepared and not picked up by the individual who ordered it, the service may be discontinued for that person. You may cancel an "After Hour's" meal by contacting the Café Manager.

Meals When Sick

Residents, who are too ill or medically unable to eat a meal in the café, can fill out a form with your name and I.D. number on it. The student can pick up their sick meal at the back kitchen door. This service is available everyday of the week. This policy is subject to change.

POINTS OF INTERESTS

Chamber of Commerce, Goleta	967-4618
Chamber of Commerce, Santa Barbara	965-3023
Chamber of Commerce, Solvang	688-3317
Coastal Whale Watching	963-3564
Goleta Beach	967-1300
Island Whale Watching	963-3564
Santa Barbara Arts and Crafts Show	962-8956
Santa Barbara Museum of Art	963-2240
Santa Barbara Botanical Gardens	682-4726
Santa Barbara Parks and Recreation Department	564-5418
Goleta Historical Society, Stow House	964-4407

UCSB RESOURCES

Creative Studies	893-5319
Engineering	893-2809
Letters & Science	893-2028
Campus Learning Assistance Services (CLAS)	893-3269
Disabled Students Program	893-2668
Office Of Student Life	893-4550
Counseling & Career Services	893-3235
Educational Opportunity Program	893-3235
Queer Student Union (QSU)	893-3778
Women's Center	893-3778
Student Health Services	893-7837

**ASSOCIATE DEAN OF STUDENTS
UCSB LIAISON TO UNIVERSITY-AFFILIATED RESIDENCE HALLS**

UCSB's Senior Associate Dean of Students Deborah Fleming serves as a campus liaison to Tropicana Gardens and Tropicana Del Norte for UCSB's Division of Student Affairs. Her responsibilities include strengthening the relationship between UCSB and students living in the privately-owned residence halls by creating opportunities for residents to feel connected to the campus, its resources and services, faculty, and staff members.

In addition to the support and services provided to you by your residence hall, she is also available to you as a general campus resource. Please feel free to contact her if you need assistance with any concerns you have as a student at UCSB. She is especially interested in hearing about the quality of your residential experience in Isla Vista, as well as your ideas about how the University can help to improve your experience.

She is available by appointment in her office in the Student Resource Building and visits the University-Affiliated Residence Halls several times each quarter. Please do not hesitate to contact her if you need assistance during this academic year or if you have comments, questions, ideas, or concerns.

Contact Information:

Deborah Fleming
Senior Associate Dean of Students
Student Resource Building; (805) 893-4094
debbie.fleming@sa.ucsb.edu