Graduate Student Housing (GSH) is an intimate community housing 82 students, and is home to a diverse group, including students from all over the United States and the world. Bordered by redwood trees, furnished apartments for single graduate students are located on the west side of campus and are about a five-minute walk from “Science Hill,” home to many of UCSC’s main academic facilities. City and campus bus stops are nearby, and on-site parking is available. The apartments were designed with privacy, energy conservation, and aesthetics in mind.

The GSH Handbook is an extension of your housing contract and a quick reference for many GSH policies and resources. Please call (831) 459-5712 or email gradhousing@ucsc.edu with any questions.
RESIDENTIAL PROGRAMS & SERVICES

Deck with BBQ Grill

E-Waste Disposal

GSH Office Hours hosted by Resident Assistants

Hammock

Lounge

- Wifi Access
- Computer
- Free Printing

Various Programs and Events
OUR ESSENTIAL VALUES

OPEN
We believe free exchange of ideas requires mutual respect and consideration for our differences.

CARING
We promote mutual respect, trust, and support to foster bonds that strengthen the community.

JUST
We are committed to due process, respect for individual dignity, and equitable access to resources, recognition, and rewards.

DIVERSE
We embrace diversity in all its forms and we strive for an inclusive community that fosters an open, enlightened, and productive environment.

DISCIPLINED
We seek to advance common goals through reasonable and realistic practices, procedures, and expectations.

PURPOSEFUL
We are a participatory community united by shared commitments, service to society, preservation and advancement of knowledge, and innovative teaching and learning.

CELEBRATIVE
We celebrate the heritage, achievements, and diversity of the community and the uniqueness and contributions of our members.
GUIDE TO LIVING AT GSH

Alcohol
Alcohol use and consumption is allowed in accordance with University policy. Alcohol consumption and open containers are not permitted in GSH public areas.

Apartment Alterations
Altering your apartment with painting, plumbing, appliances, construction, etc. is not allowed. Contact the GSH Office with specific apartment concerns and requests.

Apartment Style
Most apartments have four single bedrooms, living room, kitchen, dining room, and bathroom.

BBQ
Personal barbecues, fire pits and outdoor fireplaces are not allowed. There is a community barbecue available for residents’ use.

Bicycles and Skateboards
We recommend you get a CA registration for your bicycle (available at OPERS on campus). See http://taps.ucsc.edu/commute-options/bikes/index.html for information about Bike Safety, Services and Programs at UCSC. Bicycles that appear abandoned or locked to buildings, trees, etc. will be removed by Facilities staff and held on-site for two weeks. Unclaimed bikes are donated to charity. Please note that skateboarding at GSH and on the UCSC campus is not allowed.

Candles, Incense, and Sage are not Allowed
No smoking materials, including the items listed above, can be burned in any residential room or apartment. Because of the high risk of fire, halogen lamps are also prohibited.

Cellular Service
The UCSC campus is built within a redwood forest on rolling land and this causes variable cellular reception. An antennae upgrade has improved cellular service, but some areas on campus still receive poor reception.

Drugs
Possession, use, or involvement with illegal drugs or controlled substances including marijuana and paraphernalia is a violation of UCSC housing policy and the UCSC Code of Student Conduct. https://caps.ucsc.edu/counseling/aod/index.html

Email
Monitor your UCSC email address regularly as GSH and UCSC send out important notices and community alerts. Email is the primary form of communication on campus.

Emergencies
The UCSC homepage will have announcements and updates during emergency situations. For incidents specific to GSH, you will receive notices with information regarding support and services. CruzAlert is the UCSC emergency notification system used to quickly communicate information to you during emergency situations. To register, visit: https://oes.ucsc.edu/cruzalert/

Fire Alarms / Fire Safety
Report malfunctioning fire alarms on a Fix-it immediately (see below). Call 911 if you smell smoke, or for any
other emergency. If your fire alarm goes off while cooking, open your windows and wave a towel at the alarm to disperse the smoke. Candles, incense, and open fires are not allowed. Do not store gasoline or fuel. Call 911 if you see someone setting a fire or playing with matches.

**Fix-its**

For repair and maintenance requests, go online to: [fixit.ucsc.edu](http://fixit.ucsc.edu) Maintenance staff typically respond within 24 hours on weekdays. You do not need to be at home for maintenance issues to be addressed. Major issues such as flooding, broken window or sewer backup should be called in to GSH office or after-hours staff immediately. Please see the contacts section of this Handbook.

**Guests**

The housing contract allows a student to have a visitor stay in their room, with restrictions. Please talk to your roommate(s) about guests. Students may have a guest(s) for up to three (3) consecutive days and up to fifteen (15) days during one academic year. Residents are responsible for the actions of their guests at all times. See the Terms and Conditions of residence for specific policy details: [https://housing.ucsc.edu/publications/index.html#terms](https://housing.ucsc.edu/publications/index.html#terms)

*Note: Due to the ongoing COVID-19 pandemic, the University may at any given point in time adjust the guest policy to maintain community health and safety. These adjustments will be communicated by the University and/or the GSH Office.*

**Kitchen Fires**

Most residential fires begin on the kitchen stove. When cooking, especially with oil, always have the proper size lid to cover the container should a fire occur. Hot plates and portable burners are not allowed at GSH. Remember to never leave the kitchen unattended while cooking.

**Laundry**

Graduate Student Housing has one communal laundry room. The laundry machines are serviced and operated by CSC Service Works. The laundry machines accept payment with AMEX, Discover, Visa, MasterCard. You can also use an Apple, Samsung, or Droid payment device.

**Lockouts**

If you are locked out of your apartment, go to the GSH office for support or call for after-hours support. Apartment access will only be given to residents.

**Mailing Address**

Open your mailbox upon moving in, complete the yellow address card inside, and place it in the U.S. Mail. For U.S. Mail, your mailing address is as follows (For package delivery to your door by FedEx, etc., add your apartment number as shown below:

- **US Post Office Mail and Packages**
  
  Student’s Name  
  645 Heller Drive Mailbox #XXX  
  Santa Cruz, CA 95064-1108

- **Other Carriers (Amazon, FedEx, UPS, OnTrac, etc.)**
  
  Student’s Name  
  645 Heller Drive Mailbox #XXX  
  Apartment #XXX  
  Santa Cruz, CA 95064-1108

**Pets**

No pets (except fish in a 10-gallon or smaller aquarium) are allowed in the residential community. Service and
support animals must be approved through the UCSC Disability Resource Center prior to arrival at GSH. Specific UCSC Housing expectations regarding the animal are provided at the GSH Office.

**See Something, Say Something, Do Something**
Please do not ignore someone in need of help. Contact GSH staff or other appropriate resources: [https://deanofstudents.ucsc.edu/slug-support/see-say-do/](https://deanofstudents.ucsc.edu/slug-support/see-say-do/).

**Smoking**
UCSC is a smoke and tobacco free campus. No smoking of any kind is allowed. See [http://tobaccofree.ucsc.edu](http://tobaccofree.ucsc.edu).

**Student Conduct**
Access the UCSC Dean of Students webpage [http://deanofstudents.ucsc.edu/](http://deanofstudents.ucsc.edu/) for complete information on student conduct and reporting hate and bullying behavior. Students in GSH will be contacted via the Student Conduct process when a possible code of conduct violation has been reported or observed.

**Weapons**
Weapons of any kind are prohibited at UCSC and it is a felony to have a firearm on campus.

*The University of California, in accordance with applicable federal and state law, and University policy, does not discriminate on the basis of race, color, national origin, religion, sex, disability, age, medical condition (cancer related), ancestry, marital status, citizenship, sexual orientation or status as a covered veteran (Vietnam-era veteran, special disabled veteran, or any other veteran who served during a war or in a campaign for which a campaign badge has been authorized). The University also prohibits sexual harassment. The nondiscrimination policy covers admission, access, and treatment in University programs and activities. If you need disability related accommodations call 459-2089 or email drc@ucsc.edu.*
UCSC is a vibrant campus sprawling across beautiful meadows and redwood forests. The Graduate Student Housing community is nestled in the redwoods, which means you may encounter some of the wildlife who also call this area home, such as:

- Coyotes
- Deer
- Mountain lions (https://wildlife.ucsc.edu)
- Raccoons
- Reptiles (18 species)
- Squirrels, hummingbirds, owls, banana slugs, salamanders, skunks, and MANY more

(There are many online resources with detailed info on native wildlife. Here is a resource to get started: https://police.ucsc.edu/services/animal.html)

**Basic guidelines:**

1. Look, do not touch (for your safety & theirs)
2. Do not feed wildlife
3. Check the time – dusk & dawn are when wildlife is most active!

**FEEDING OF WILD ANIMALS PROHIBITED**

Pursuant to 14 CCR § 251.1 (California Code of Regulations) feeding wild animals on campus is prohibited and violators may be subject to time in jail and/or fines. This includes hand feeding or leaving food out for the purpose of feeding any wild animal, including feral cats, on the UC Santa Cruz campus or any property owned or controlled by the UC Regents. With approval, only food left out as bait for purposes of capturing for animal control or as approved for an educational purpose is permitted.
GRADUATE STUDENT HOUSING STAFF

Graduate Student Housing Staff can answer your questions regarding policies, keys, maintenance, programs, events, mail and all other general information. The GSH Housing Office can be contacted by phone Monday-Friday from 8am-12pm & 1pm-5pm. Please see the posted and emailed quarterly office hours schedule. All staff can be contacted at the GSH main number: (831) 459-5712 and email: gradhousing@ucsc.edu.

Associate Director for ARCH (Affiliated Residential Community Housing) is responsible for the housing and residential life program at Graduate Student Housing, Family Student Housing, Camper Park, The Village, and University Town Center and supervises the residential and administrative staff.

Assistant Director for ARCH is responsible for the residential life program at Graduate Student Housing, Family Student Housing, Camper Park, The Village, and University Town Center and supervises the Coordinators for Residential Education (CREs).

Coordinator for Residential Education (CRE) is a live-in full time staff member who supervises the Resident Assistants and residential life programming Graduate Student Housing. The CRE can connect residents to campus resources, address housing problems, and mediate neighbor conflicts. The CRE adjudicates University policy violations that occur at Graduate Student Housing.

Housing Coordinator manages apartment assignments, assists with questions regarding rent and other payments, and eligibility requirements.

Office Coordinator offers resident and staff assistance with: reporting repairs, lockouts, laundry room issues, keys, guest registration and facility reservations.

Resident Assistants are live-in student staff. RAs focus on community-building, residential life programs, and work alongside residents to address concerns that may arise. For social and educational events, look for the monthly program calendar on your door clip and in your email. We work closely with the UCSC Housing Facilities, Grounds and Custodial Staff who work at Graduate Student Housing. The Camper Park Resident Assistants partner with GSH RAs when hosting office hours and conducting Community Walks.

Community Safety Officers (CSOs) work to support a safe and secure living environment for all residents. CSOs are trained in emergency response, first aid, CPR, and disaster response. They are available 8pm to 3am every day of the year by calling (831) 459-2100.

Custodial staff are responsible for helping you keep the common areas clean (lounge, laundry rooms, offices, etc.)

Facilities staff perform all basic maintenance at GSH. Your prompt reporting of damages or items needing repair will help to keep your apartment in good condition. Please use the Fix-it system at http://fixit.ucsc.edu as soon as you notice a problem in your apartment.
Grounds staff maintain all outdoor areas of our complex, with the exception of patio/balcony areas, which are maintained by individual residents.

CONTACTS

Graduate Student Housing
Street Address: 401 Heller Drive, Santa Cruz, CA 95064
Office Phone: (831) 459-5712
Email: gradhousing@ucsc.edu

Community Safety Officer (CSO)
Hours: every day from 7pm to 3am
Phone: (831) 459-2100

RA On-Call
Hours: Any time after business hours and on weekends
Phone: (831) 332-9901

For Emergencies: 911
UCSC Police Dispatch: (831) 459-4861
Parking Enforcement: (831) 459-2231
Routine Maintenance: Fixit.ucsc.edu