Greetings UCR Highlander!

On behalf of our very dedicated Housing Services team and our strategic partners in Residential Life and Facilities Services, I am excited to welcome you to our Residence Hall community and your new home for 2017-18.

Lucky for you, you did not simply move into a dormitory! This place is much more than a mere space to eat and sleep. Our teams work hard all year to ensure that the right resources are within easy reach and that as many obstacles as possible are removed so that your journey of self-discovery, higher learning and unforgettable experiences is hindered as little as possible. It is impossible to predict the character of your Residence Hall because that character evolves from year to year based on how student residents like yourself decide to invest yourselves, engage in communal activities, interact with your peers. Both in class and back home with us, you are going to be exposed to a bigger, more diverse academic, social and cultural world than has probably ever been possible in your life. The challenges and opportunities this will expose are going to shape you for the future and determine how you will shape the future itself.

I myself lived this experience in the very Residence Halls into which you are moving. I benefited enough by it that I wanted to make it my life’s work to continue to foster the kind of supportive, responsive environment that will complement your academic goals and help you create lasting memories. When you decided to live on campus, you really did decide to have the entire university package.

Let me know how we are doing…how you are doing. And have a great year!

All the Best,

Bob Brumbaugh
Senior Director, UCR Housing Services

Your Resident Services Team
Your Resident Services Office (RSO) provides information about your community and the facilities available to you, maps of the general campus, directions regarding the location of buildings and services, and information about the surroundings of the university. Services include:

- Key checkout if you become locked out of your room
- Mail distribution
- Equipment checkout (moving cart, sports equipment, tools, billiards)
- Move-in and move-out information
- Maintenance and housekeeping requests
- Temporary meal access (Aberdeen-Inverness and Lothian only)
- Lost and Found

Visit your friendly RSO today at:

- A-I RSO: 100 Aberdeen Drive, Riverside, CA 92507
- Lothian RSO: 500 W. Big Springs Road, Riverside, CA 92507
- Pentland Hills RSO: One Pentland Way, Building Q, Riverside, CA 92507

Click the link below for RSO hours, phone numbers, and a full list of services.

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**Get Connected - Access the UCR Network**

Register your computer or gaming consoles to gain access to the residential network by clicking the link below. Registration includes a brief education and terms agreement, and is a one-time process. For support, email restech@ucr.edu.

BE ADVISED: Downloading of any illegal content, sharing copyrighted materials, visiting unauthorized sites, or installing unauthorized routers or switches can result in your Internet privileges being removed.

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**Request a Repair Online**
Leaky faucet? Don’t try fixing it yourself! We provide service repairs to your residence and community. Submit a request 24/7 and relax.

If something in your residence malfunctions or breaks, or if you notice something is out of order on the property in general, please submit a service request. Most repairs are completed free of charge. Ask Resident Services Office staff whether or not you may be charged for a particular repair. Service requests are usually completed within 48 hours, depending on availability of materials.

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FERPA: Know Your Rights

FER-what? FERPA refers to the Family Educational Rights and Privacy Act of 1974. It gives college students the right and responsibility to control access to their educational records. It also gives school officials the shared responsibility of protecting those records. FERPA protects the privacy rights of students by giving college students the rights (with some exceptions) to:

1. Control the disclosure of their education records to others;
2. Inspect and review their own education records;
3. Seek amendment of their education records;
4. Receive annual notification of their rights under FERPA; and
5. File complaints with the Department of Education regarding the failure of the institution to comply with FERPA.

UC students have these rights as soon as they enroll or register with an academic program of the University. (Once a student of any age is enrolled in or registered with an institution of higher education, the FERPA rights transfer from the parent to the student.) UC students under the age of 18 are treated as adults for this purpose – they have the same rights as any other student once they enroll or register at UC. For more information about FERPA click the link below.

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ROAR: Safety You Can See

ROAR gives a name to the many ways UCR Housing Services is actively providing for the safety and security of our communities and community members. The goals of ROAR are to increase awareness and empower individuals to take an active role in ensuring their own safety and that of others in their community.
Residents be sure to let your families know that Housing Services is sponsoring a care package program run by SWAKU.

SWAKU is an optional program that enables families to order individual care packages or enroll in multi-event package plans. For pricing and package delivery click the link below.