Cable

1. What type of cable service is provided?
   Video Direct is the company that University Village property management has contracted with to provide Direct TV.

2. How do I go about ordering a cable box?
   You can fill out a form at the University Village front desk.

3. How long do I have to activate my cable box?
   Once you receive the cable box, you have 90 days to activate the box before the activation code expires.

4. What number should I call to activate my cable box?
   Video Direct at 1-866-680-8433

5. Where can I get information about the cable?
   Speak with a Housing representative either in your building or visit us at the Access Office in Lassen Community.

6. Where can I get information about the cable channels?
   There is a list of channels at the University Village front desk.

7. Will the cable package be upgraded?
   Student Housing has worked out a new package that includes 150 channels. Housing has asked the University Village Area Council to provide input on the channels that will be available. We have included those channels in the 150 channel line-up that is being provided.

Internet

1. What is being upgraded?
   The service coming into the building has been upgraded with a fiber optic line which will provide a faster connection and more stability.

2. When will the internet upgrade be completed?
   The internet upgrade was completed on March 9, 2015.

3. Will the internet speed improve with upgrade?
   With the completed upgrade it has increased the speed by 2 to 3 times.

4. How do I connect to the internet?
   Username: uvhayward   Password: goodpeople

5. Where can I get information about the internet?
   Speak with a Housing representative either in your building or visit us at the Access Office in Lassen Community.

6. What should I do if the internet goes out? What is the protocol? Will I hear back from a staff member? How long will it take to work?
   If your wireless internet or ethernet port stops working, we recommend that you restart the computer and log back onto the network. If this does not work, please contact the RA on Duty who will be able to reach out for additional service options. Often times, the system has a need to be re-set and this has not taken very long. Once the RA On Duty is updated, they have been asked to communicate a status update to the residents.
Leadership / Involvement

1. How can I get involved?

You have a great opportunity of getting involved with your Area Council (AC) and the Residence Hall Association (RHA). Your AC exists to work on and advocate for community issues specific to UV. They also present programs from activity fees that you pay housing. Look out throughout the community for posters advertising their meeting times. RHA represents the voice of the residents to administrators in housing and on campus. They meet every other week on Tuesdays at 7pm. This is an excellent opportunity to participate in programs, attend their meetings and/or get involved in the greater housing community.

Mail

1. Where do I send my mail?

1901 Harder Road UV APT #, Hayward, CA 94546

2. Where do I pick up my mail?

Mail is delivered to your UV mailbox Monday-Friday around 3:30pm except for days in which the campus is closed.

Policies

1. Why can’t I have a hot plate or a toaster in University Village?

Since CSUEB is now responsible for University Village, there are several state and federal regulations that we have to enforce and some of these have to do with fire code. Based on the building, ventilation, etc, students are not allowed to have certain cooking equipment like hot plates or toaster ovens. These items pose great risk to the facility and to students. It is not worth the potential cost to property or person should you have one!

Rent

1. Does the Student Housing own the University Building?

No, Student Housing has a lease with the property owners. The lease is for 3 years beginning with 2014/15 and encompasses all months including summer. This was the only way that the owners would provide the UV complex exclusively to the University.

2. Why is my rent higher even than double or triple apartments in Pioneer Heights?

Student Housing pays the market rent rate through our lease with University Village property owners. Student Housing is charging you the portion of rent we pay divided by two or three residents depending on apartment occupancy.

3. Why sign a master lease with University Village if the rates are higher than Pioneer Heights?

In summer 2013, Housing experienced a waiting list of over 200 students. In order to ensure that some of these students would have on-campus housing at the start of the year, Housing signed a master lease with University Village for ½ the building. Upon reviewing the trends for the following year, it became apparent that Housing would need additional beds and entered into a 3 year (36 months) agreement with University Village for the entire building. Without the beds in University Village, 162 additional students would be without an on-campus housing assignment.

Staff

1. Who are my RAs? What are their roles?

You have a total of 5 Resident Assistants (RA) in the Building: Andrew Bott, De’Mia O’Gilvie, Lindsay Franco, Candace Tham and Tyler Williams. The RA's responsibility is to be visible in their communities to respond to emergencies, questions, community issues and respond to policy violations. They are also responsible for building community by presenting programs and other community development activities. They are all students just like you.
2. Who is my A/RLC? What is their role?

Your Residence Life Coordinator (RLC) is Ana Acosta. Ana is a full time professional who manages all aspects of the UV community. Ana supervises all of the RAs in UV. She is your first stop for overall UV community answers. Your Assistant Residence Life Coordinator (ARLC) is Scott Millsagle. Scott is a graduate student who’s primary responsibility is to advise the Area Council.

Transportation

1. What is the shuttle schedule for UV?

The Castro Valley shuttle schedule is posted at the University Village shuttle stop. Should you find that the shuttle is not on time (based on the times listed) please contact the phone number that is listed at the stop. The Castro Valley Shuttle is supposed to stop by UV on every trip from the Castro Valley BART station TO the campus. Generally, this would be every 50 minutes or so.

- During the meal breaks (between 10am-12pm & 7:30pm -9:30pm there is an 80 minute gap.
- Mondays-Thursdays—There are a total of 16 stops at UV as the shuttle heads to campus.
- On Fridays—There are a total of 12 stops at UV. NOTE: When the shuttle leaves campus heading to the Castro Valley BART, it is only supposed to stop at UV if there are students that got on at the RAW and asked to be dropped off at UV. Otherwise the shuttle goes straight to the CV BART. This may create the perception that it sometimes stops at UV more often than other times. This is done because they do not want a student at UV to board the shuttle thinking it is going to campus and end up at the CV BART Station. The driver is supposed to let everyone getting on know that he/she is going to CV BART.
- On Saturday and Sunday, they have added stops at UV on all runs to and from the Hayward BART.

2. What resources do I have for evening transportation back to University Village?

The Castro Valley shuttle runs Monday-Friday. If you need transportation outside those days then ZipCar is conveniently located on the University Village property. You additionally have the bike rental program Zagster and the first three hours are free. You may also walk to the campus shuttle stop located across from the Student Housing office and wait for the campus shuttle to take you to Hayward BART.

3. Why doesn’t the shuttle stop at Carlos Bee Boulevard cutout?

The transportation company that runs our campus shuttles have deemed it unsafe for their drivers to be pulling in and out of the turn out with cross traffic from Hayward Boulevard.