RESIDENTIAL HALLS 2022-2023

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CalPolyPomona

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U NIVERSITY **OUSING S** ERVICES

Welcome to your new home! Living on campus provides a unique opportunity to immerse yourself in the Cal Poly Pomona experience. Get the most out of your college career by forming new friendships, growing and learning in ways you haven't before, and creating long-lasting memories.

This handbook is designed to provide you with everything you need to know while living at Cal Poly Pomona. From knowing where to pick up your mail to important policies and procedures. If you have any questions, please contact the University Housing office.



Letter from the Executive Director

Dear Future Residents, Parents, Family, and Friends,

On behalf of all of us at University Housing Services, welcome to Cal Poly Pomona! I want to thank you for taking the time to explore our handbook and learn more about the opportunities and benefits that are in store for a student living in one of our on-campus communities.

Living on campus offers students enormous benefits from support in academic pursuits to experiencing campus life and coming a Bronco! Our studies have shown that residents who live in a College Themed Community at Cal Poly Pomona average 7% higher GPA than nonresidential students. National studies have shown that students who live on-campus take less time to earn a degree and overall are more satisfied with their college experience. On-campus living is safe, convenient, and cost effective. Our current and past residents will advocate and agree that living on-campus made adjusting to a college environment easier. In addition, this is where residents meet their lifelong friends and in some cases life-long partners. Another timely benefit is that residents have easy access to campus without the hassles of commuting and traffic. From academic and educational programs to cultural and recreational events, we encourage you to participate and take full advantage of the opportunities of living on-campus and being a part of a learning centered environment.

Please continue to explore your handbook. I also encourage you to stop by the office and meet some of our team. We are excited to have you join our community and make it your home.

I look forward to meeting you and best wishes in your educational pursuits!

Sincerely,

Reyes J. Luna, Ed.D. Executive Director University Housing Services



Mission, Vision, & Values

Cal Poly Pomona is among the best public universities in the West and is nationally ranked for helping students achieve economic success. As an inclusive polytechnic university, we cultivate success through experiential learning, discovery and innovation. Our graduates are ready to succeed in the professional world on Day 1. Faculty in all disciplines put theory to practice, providing students with opportunities to apply their knowledge in hands-on projects, research collaborations, and valuable internship and service-learning programs.

UHS MISSION STATEMENT

In collaboration with our residents and staff, we seek to provide a learning-centered environment that enhances:

- A safe and welcoming community
- Opportunities for growth, leadership, and student success
- Appreciation and empowerment for all backgrounds, beliefs and cultures

CPP MISSION STATEMENT

We cultivate success through a diverse culture of experiential learning, discovery, and innovation.

CPP VISION STATEMENT

Cal Poly Pomona will be the model for an inclusive polytechnic university that inspires creativity and innovation, embraces local and global challenges, and transforms lives.

ACADEMIC EXCELLENCE

We demonstrate academic quality, relevance, and excellence through our teaching, learning, scholarship, and creative activities with student centered faculty in an evidence-based culture.



INCLUSIVITY

Our diversity across multiple dimensions reflects and enhances our community. We are welcoming and respectful, and we value diversity.

EXPERIENTIAL LEARNING

Our polytechnic identity fosters an integrative approach to education through collaboration, discovery, learnby-doing, and innovation. Our approach encourages reflection, informed risk-taking, and continuous learning.

STUDENT LEARNING & SUCCESS

We are deeply committed to educational experiences and supportive services that engage our students, enhance personal well-being and growth, provide career opportunities, and foster ethical citizenship.

SOCIAL & ENVIRONMENTAL RESPONSIBILITY

As global citizens, our individual and collective actions reflect our commitment to one another, society, and the environment.

COMMUNITY ENGAGEMENT

We nurture mutually beneficial and meaningful relationships with community partners and stakeholders.

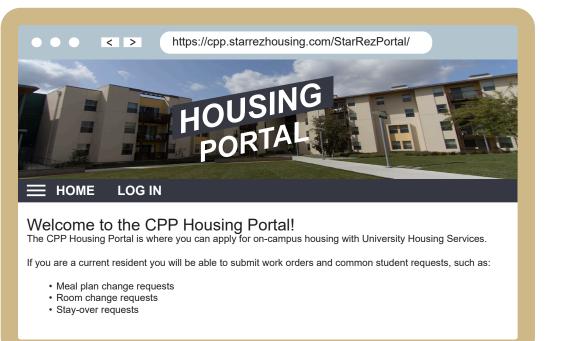


The Housing Portal is the main hub for all UHS residents. The portal provides a seamless method for viewing, maintaining, and updating resident information. In addition you can:

- View your room assignment and roommates
- Message your roommates
- See your mailing address
- Update UHS Emergency Contact Information
- Submit work orders
- View/ apply for job opportunities
- · Access our Weekly Newsletter
- ...and more!

Throughout the academic year UHS will open specific requests that can be changed through the Housing Portal. These requests include:

- Meal Plan Changes
- Room Changes



VISIT THE HOUSING PORTAL!



Each building has their own group of Resident Advisors (RAs). In the Residential Halls, there is one RA per wing, for a total of two per floor. For lockouts, noise complaints, and all other questions or concerns, call your RA on Duty during on duty hours.

BUILDING NAME	BUILDING NUMBER	PHONE NUMBER
SICOMORO	73	(909) 636-4506
SECOYA	74	(909) 636-2357

OFFICE HOURS

SECOYA HOUSING OFFICE BUILDING 74

Monday - Friday 8 A.M. - 5 P.M. (909) 869-3307

RA ON DUTY

Monday - Thursday 6 P.M. - 8 A. M. (the next day, Friday)

Friday - Sunday 6 P.M. - 8 A.M. (the next day, Monday morning)

LA CIENEGA HOUSING OFFICE BUILDING 59

Monday - Friday 8 A.M. - 5 P.M. (909) 869-5113

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BRONCOS CARE CENTER

🔗 LEARN MORE

The Cal Poly Pomona Broncos Care Program is a comprehensive campus-wide Basic Needs' initiative that serves students experiencing housing instability, food insecurity, and other emergency/crisis situations.

The program goals are to provide students in need with

- Food resources
- Housing support
- Emergency funds
- Case-management support

All of these areas play a critical role in a student's academic success, health, and wellbeing. This is a campus-wide prevention and early intervention program hosted by the Division of Student Affairs.

DISABILITY RESOURCE CENTER

CLEARN MORE

The Disability Resource Center (DRC) removes barriers to access for students with disabilities to have equal opportunity to participate in all aspects of the university experience.

Phone (909) 869-3333 Main DRC drc@cpp.edu Testing Services drctesting@cpp.edu Mobility Cart drc@cpp.edu Notetaking drcnotetaking@cpp.edu Alternate Media drcaltmedia@cpp.edu

OFFICE OF EQUITY & COMPLIANCE

PLEARN MORE

The Office of Equity and Compliance (OEC) oversees the University's compliance with Federal and State laws and regulations and CSU System policies. For more information, visit the Office of Equity and Compliance. For support with Gender Equity and Sexual Misconduct, Harassment, and Retaliation contact:

Phone (909) 869-4646 **Email** officeofequity@cpp.edu Title IX and DHR Incident Report Form

BRONCO STUDENT RESPONSE TEAM

Rearn more

The Bronco Student Response Team strives to promote, maintain, and improve the health and well-being of Cal Poly Pomona Students through Integration and Partnerships, Prevention, Early Intervention, and Access to Resources. If you are a University Housing resident or if you know someone who lives on campus and needs support, please contact:

Felirose Tamparong, M.Ed

Senior Coordinator of Residential Education and Leadership, Care Coordinator University Housing Services fotamparong@cpp.edu (909) 869-3320

STUDENT HEALTH & WELLNESS SERVICES *Olearn more*

Student Health and Wellness Services provides students with affordable, accessible, and student-centered health care and wellness services so you can receive the care and assistance you may need. Services are available to all enrolled Cal Poly Pomona students, funded by a mandatory health fee that is included in tuition. Most services are covered by the health fee.

Appointments and General Information (909) 869-4000 After Hours Nurse Advice Line (855) 272-1723 Available after 5:00 PM weekdays and weekends

Mental Health Topics | Health (Medical) Services | Wellness Services

UNIVERSITY POLICE

The University Police Department is a full-service, sworn police agency that operates 24 hours a day, year-round. The department provides law enforcement, emergency response, conducts criminal investigations, offers crime prevention and educational programs, support for special events and a range of other services.

Emergency Police, Fire, Medical – Dial 9-1-1* Non-Emergency After Hours (909) 869-3070 Main Office Number (909) 869-3061 Anonymous Crime Tips (909) 869-3399 Email police@cpp.edu

*If using a cell phone in an emergency, dial (909) 869-3070. 9-1-1 calls from cell phones are rerouted to CHP. We strongly encourage campus community members to program this number into cell phones to minimize response time.

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The mission of Counseling and Psychological Services (CAPS) is to advance student success by promoting community wellness, removing psychological barriers, facilitating self-awareness, and cultivating the personal strengths of Cal Poly Pomona students through culturally relevant mental health services designed to transform their personal, social and academic lives.

COUNSELOR IN RESIDENCE



Hi, I'm Annie, the CAPS Counselor in Residence with University Housing! If you are a student seeking support, services, or resources from CAPS, please let us know by phone at (909) 869-3220 or e-mail at caps@cpp.edu.

We will need your name, Bronco ID, phone number, and good days and times to reach you so that we can connect with you as soon as possible.

CAPS RESOURCES & INFO

Make an Appointment | Crisis Assistance | Resources | Contact CAPS

Business Hours (909) 869-3220 Email caps@cpp.edu After Hours/Weekend Phone Crisis Support (909) 869-3220, then press 2 to be connected to a counselor.

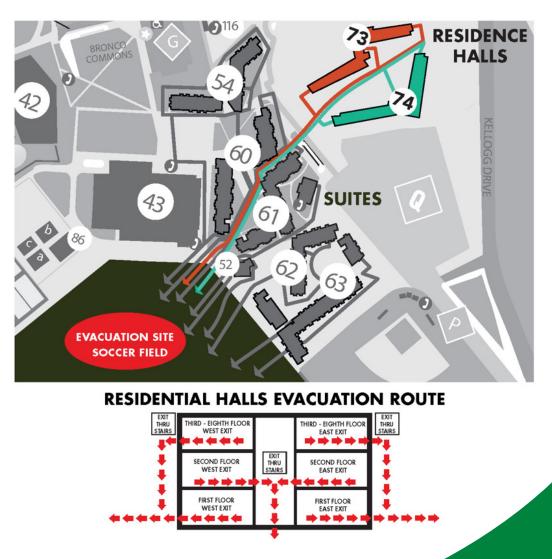
Due to student demand, it is not guaranteed that you will be assigned to meet with Annie for individual therapy. However, you can still connect with us via our main CAPS channels and another CAPS mental health professionals will reach out to you.



In the event of an emergency, all Residential Hall buildings should follow the below evacuation route immediately. These include:

- Sicomoro (73)
- Secoya (74)

Please follow all orders and procedures to help ensure the safety of yourself and all other students.







DIMENSIONS

- Room Single
 - Approximately 143 sq. ft
- Room Double
 - Approximately 185 sq. ft
- Room Triple
 Approximately 24
 - Approximately 254 sq. ft
- Closet
 - 6 ft with shelf and hanging rod
 - Desk

.

• 24in X 24in

INCLUDES

- Desk with chair
- Trash can
- Bed/Mattress (twin XL)
- Built-in-closet
- Dresser (with 4 drawers)
- Desk drawers



WHAT YOU CAN BRING

STANDARD ITEMS

- Toiletry items (shampoo, body wash, menstrual hygiene products, face wash, etc.)
- Toilet paper and hand soap are provided
- Bedding Items (pillows, comforters, twin XL bed sheets, mattress pad, etc.)
- Study lamp (recommend CFL or LED lamp)
- Desktop or notebook computer and other school supplies
- Clothes
- Laundry products (laundry hamper, laundry soap, dryer sheets, etc.)

ADDITIONAL ITEMS

- Television
- Ethernet cable (to directly connect to the internet if needed)
- Decorations
- Food, snacks, drinks
- Cooking supplies (pot/pans, plates/bowls, utensils, etc.)

APPLIANCES

- Mini-Fridge (3.7 cu. ft. or smaller)
- Microwave
- Keurig
- Iron
- Blender

WHAT YOU CAN'T BRING

The list below includes most items you cannot bring. If you are unsure about any items, please contact the Housing Office.

- No alcohol or drugs
- No pets other than a fish in a tank that is less than 10 gallons
- No candles
- No appliances with an open flame or exposed heating element
- No weapons/toys that resemble weapons

APPLIANCES

You cannot bring the following:

- Rice cookers
- Air fryers
- Coffee pots (Keurigs are okay)
- Electric kettles
- Toaster
- Toaster oven
- Steamers
- Instant Pots



KEYS



ROOM KEYS

In the Residential Halls, your Bronco ID is used to enter your assigned building and room. If you misplace your Bronco ID, you will be issued a white card. If you lose the white card, a fee will be charged and you will be given a physical hard key.

LOST OR STOLEN KEYS

LOST KEYS

For security reasons any lost or misplaced key(s) must be reported to the Secoya Housing Office, located in building 74 within 24 hours. A charge of \$35 will be assessed for a lost white key card. If you lose your Bronco ID the replacement charge will be set by the Cal Poly Pomona Card Office.

STOLEN KEYS

If your key is stolen, please report it as theft to UPD. Once reported, contact the Secoya Housing Office, located in building 74 within in 24 hours. This will result in a replacement key, white key card.

LOCK OUTS

If you are locked out of your room (i.e. forget your key in your room), contact the Secoya Housing Office located in building 74 weekdays Monday-Friday from 8am-5pm at (909) 869-3307. After 5pm during the week (including Friday) and Saturday/Sunday, contact your buildings RA on Duty.

ROOM INSPECTIONS



WHEN YOU FIRST MOVE IN

You will need to complete a Room Inspection via the Housing Portal. This allows for you to report any existing issues/damage (not done by you) to ensure you are not help responsible when first moving in.

An email will be sent with further instructions. You will have 5 days after moving in to complete your Room Inspection.

SUBMITTING YOUR ROOM INSPECTION



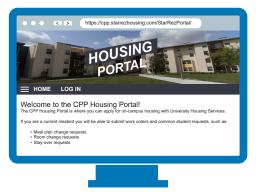
Log in to the Housing Portal



Select "Room Inspection"



Follow the <u>Room Inspection</u> <u>Steps</u> for further information



ROOM CHANGES



The online Room Change Request is for residents who wish to find another room/suite. This form will be available on the Housing Portal during specific times through the academic year.

- To request a room/suite change, the online request form will be made available on the Housing Portal during business hours Monday-Wednesday of the 3rd week of the semester
- If you know someone who wants to swap spaces with you, both students must submit the form and enter the Bronco ID number of who you are swapping with
- Each request will be reviewed by the Housing Office in the order they are received
- Room changes will be approved based on the number and types of spaces available
- If your request is accepted, you will be contacted by the Housing Office with the room offer and given specific instructions about completing the check-out/check-in process

Work Unders

WORK ORDERS



WORK ORDERS

Work orders are used to inform our University Housing team of any issues/concerns in your room or public common spaces such as the restrooms, rec rooms, or study spaces. Work orders range from electrical, plumbing, general maintenance, repairs, etc.

Once a work order is submitted, our Facilities team will address it as soon as possible. Please keep in mind we receive a vast amount of work orders each day. In addition, if a work order is submitted to your room, this gives authorized University Housing Services personally access to your space to address the repair/maintenance.

SUBMITTING A WORK ORDER

Log in to the <u>Housing Portal</u>



Select Work Orders

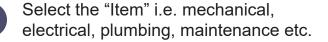


Select "New Work Order" Your assigned space will be shown. Click on your space.



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Change "Category" to General





Ceneral Cleantiness

CLEANING



ROOM SPACE

As a UHS resident, it is your responsibility to keep your room clean, not our Custodial Team. Our Custodial Team is there to assist in the cleaning of common areas such as rec rooms, study spaces, and bathrooms. Failure to keep your personal space clean could result in professional cleaning and/or pest control at your expense (see 2022-2023 Student Housing License Agreement for more information.)



TRASH

Each resident receives two (2) 12-15 gallon trash cans. It is your responsibility to take the trash out when it is full to the dumpster located behind each building. Leaving trash bags outside your room will result in documentation.

COMMON SPACES

Our Custodial Team is there to asses in the cleaning of common spaces including: rec rooms, study spaces, and bathrooms. As a UHS resident, it is still your responsibility to clean up after yourself in these shared spaces for the safety of you and your community. If there are any issues in common spaces, you can let the RA on Duty know, or submit the work order yourself.



KITCHEN

There is one (1) shared kitchen in each building for resident use, along with one (1) communal refrigerator. It is your responsibility to clean up after you are done cooking, and to throw away any rotten/ spoiled food so as to not take up unnecessary space in the refrigerator. If you've checked out pots/pans from the front desk for use, items must be cleaned prior to being returned. Failure to do so will result in being suspended from checking out equipment in the future.

Front Desky

BUILDING FRONT DESKS



FRONT DESK ASSISTANTS

Each building has their own Front Desk Assistants who are there to assist you during the day starting from 1pm-6pm Monday-Friday. In the event that there is not a Front Desk Assistant at your buildings main desk during the weekday, please contact the Secoya Housing Office at (909) 869-3307 for assistance. After 6pm on weekdays, including Fridays, and all-day Saturday/Sunday, call your RA on Duty.

EQUIPMENT CHECK OUT



Each front desk as equipment that can be checked out, all you need is your Bronco ID. Below is a list of some equipment you can rent from the front desks:

- Board games
- Vacuum cleaners
- Broom
- Pots/Pans/Cooking Utensils*

*All cooking equipment must be cleaned prior to returning it to the front desk.

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Technolog

TECHNOLOGY



INTERNET

You have access via to the CPP network via ethernet ports and/or wifi (eduroam or CPP). Due to the nature of wireless technology connectivity cannot be guaranteed. The residential network has some restrictions on bandwidth, as determined by the campus that can be viewed here.



ROUTER/HOT SPOTS

Personal wired switches or wireless routers are not allowed.

This is a policy which was agreed to when submitting your license agreement for on-campus housing, found in the <u>2022-2023 Student</u> <u>Housing License Agreement</u> – "Policies and Regulations" under "Computers and Technology Acceptable Use Policy," subsections 2 and 5.17.



PHILO TV

Included in your housing fee is Philo TV. Philo lets you watch live TV on your TV, computer, phone, or tablet, anywhere on campus. Plus, it lets you record shows for later with your personal Philo DVR. It's TV that's built to fit your life.



Connect to eduroam wifi or wired connection



Visit watch.philo.com and click "Log In"



Enter your Bronco username and password



Start watching live TV or record shows for later



PROGRAM & EVENTS



Throughout the year, your RA will host programs and events for your community! Ask your front desk about upcoming events, look for posted advertisement, and follow @cpp_uhsevents_on Instagram!

INTER-HALL COUNCIL



Getting involved in your community is a great way to make connections. One way to meet people in housing is by joining Inter-Hall Council.

Inter-Hall Council (IHC) is an organization that serves residents by advocating for resident needs and planning fun, social programs. Within IHC there are other councils you can join from your community:

- Hall Council
- Traditional Halls
- Residential Halls
- Suites Council
- Residential Suites

Each council has student senators that help plan/advocate for their community. For more information on Inter-Hall Council, Hall Council, or Suites Council as your RA and look for posted advertisement!

STUDENT LEADER



University Housing Services offer multiple Student Leader roles each year. Our Student Leader team is a diverse group of individuals with different experiences, backgrounds, ideas, and beliefs, but they all share the common goal. Student Leaders provide advice, support, plan events, advocate for their fellow students and most importantly strive to improve the overall experience for UHS students.

LEARN MORE ABOUT GETTING INVOLVED



MYBAR

myBAR is an online database of all official clubs and organizations on campus. It is where clubs can recruit new members, update and inform current members, and network with other clubs.

You can also see what events are happening around campus on a daily basis! See what clubs campus has to offer to get involved!

SEE CAMPUS CLUBS

CULTURAL CENTERS



At CPP there are a wide variety of Cultural Centers for you to visit, join, and become involved in however you see fit! Below is a list of our Cultural Centers on Campus:

- African American Student Center @LEARN MORE
- Asian & Pacific Islander Center & LEARN MORE
- César E. Chávez Center for Higher Education *2 LEARN MORE*
- Native American Student Center 2 LEARN MORE
- Pride Center *O* LEARN MORE
- Womxn's Resource Center O LEARN MORE





Visit ASI and play free games at the Games Room Etc. or activate your membership at the BRIC! *Clearn More*

LEARN MORE ABOUT GETTING INVOLVED

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Mail & Packages

PICKING UP PACKAGES

All mail and packages from USPS, FedEx, UPS, Amazon, etc. will be delivered to the the Secoya Package Room (bldg. 74) at the main entrance to Secoya Hall.

WHEN TO PICK UP MAIL & PACKAGES

All mail/packages must be input into our system prior to being available for pick-up. This process can take up to 1-2 days

- You will receive an email directly from housing@cpp.edu when your mail/package is ready and available for pick-up
- DO NOT pick up packages until you receive an email directly from UHS
- If you've been notified by the carrier (Amazon, USPS, etc.) you STILL NEED TO WAIT to pick up your mail until you receive an email from housing@cpp.edu

WHEN NOT TO PICK UP MAIL & PACKAGES

• When you have not received an email from University Housing (housing@cpp.edu)

YOUR ADDRESS

SICOMORO (BLDG. 73)

[Licensee's Name] 73 Kellogg, [Room #] Pomona, CA 91768

SECOYA (BLDG. 74)

[Licensee's Name] 74 Kellogg, [Room #] Pomona, CA 91768

Laundry Services



All laundry facilities utilize the PayRange App for payment. If you prefer, you can still choose to pay with coins, however, there is limited availability for coin operated laundry machines. Laundry rooms are available in each Residential Hall.

HOW TO USE THE PAYRANGE APP

Download the PayRange app



Add funds to your account \$1.25 per wash \$1.00 per dry



Select the washer or dryer number or scan the QR code on the washer/ dryer number of your choice

Available on the

App Store

GET IT ON

Google Play



Swipe up on the number of the machine your have chose to pay





Each meal option provides you with a declining balance of Meal swipes and Meal Points to be used at all participating campus cafes, food courts, convenience stores on campus. Meal plans can be increased at any time during the semester, but can only be decreased during certain periods throughout the year. You will be notified when the period to decrease meal plans opens via the Housing Portal

MEAL	MEAL	MEAL	TOTAL
PLAN	SWIPES	POINTS	PRICE
THE UNLIMITED	Unlimited	-	\$2489
ALL-ACCESS	Unlimited	\$250	\$2851
THE 220	220	\$630	\$2851
THE 180	180	\$630	\$2738
THE 140	180	\$630	\$2489

MEAL SWIPES

Meal swipes are used only for dining at Centerpointe Dining. You may use as many Meal swipes as you please per day at Centerpointe. Meal swipes do not carry over to the next semester.

MEAL POINTS

Meal Points are similar to a prepaid debit card and can be used at any food venue on campus.

- 1 meal point = one US dollar (\$1)
- Carry over from Fall to Spring semester
- Included in the All Access plan, the 220, the 180, and the 140
- Can only be used for food purchases Cannot be used for books, supplies, clothes, movie tickets, printing on campus, or any other non-food item
- Expire at the end of Spring semester

Meal points are accepted by select vending machines throughout campus.

MORE INFO ON MEAL PLANS

CAMPUS DINING

Below are locations on campus that meal points are accepted. Please note, meal plans are overseen by Foundation Dining NOT University Housing Services. For any questions, comments, or concerns, visit Foundation Dining.





Housing fees will be billed once a semester, but will be broken into installments due three times per semester. Fall Semester payments will be due August, September, and October. Spring Semester payments will be due January, February, and March. Please see exact dates below. Residents wising to pay the entire semester at once may to do so by the first due date of the semester.

PAYMENT SCHEDULE

Semester	Fees Posted to Bronco Direct	Installment Due Dates		
Fall Semester	July 25, 2022	August 10, 2022 September 12, 2022 October 10, 2022		
Spring Semester	December 12, 2022	January 11, 2023 February 13, 2023 March 13, 2023		
Posidents that wish to pay for the entire year will need to				

Residents that wish to pay for the entire year will need to request a Full Payment option by emailing housing@cpp.edu

COST PER SEMESTER

		Room Rate Only	140 meals + 630 pts	180 meals + 630 pts	220 meals + 630 pts	Unlimited	Unlimited Meals + 250 pts	Suites Flex Plan**- 70 meals + 750 pts
Traditional Hall	Hall Single	\$5,994	\$8,483	\$8,732	\$8,845	\$8,483	\$8,845	
	Hall Double	\$5,230.50	\$7,719.50	\$7,968.50	\$8,081.50	\$7,719.50	\$8,081.50	This Meal Plan is only
Residential Hall	Hall Single	\$6,294	\$8,783	\$9,032	\$9,145	\$8,783	\$9,145	available to
	Hall Double	\$5,490	\$7,979	\$8,228	\$8,341	\$7,979	\$8,341	Suites/CRS Residents.
	Hall Triple	\$5,017.50	\$7,506.50	\$7,755.50	\$7,868.50	\$7,506.50	\$7.868.50	
Residential Suite	Suite Single	\$6,912	\$9,401	\$9,650	\$9,763	\$9,401	\$9,763	\$8,645
	Suite Double	\$5,703	\$8,192	\$8,441	\$8,554	\$8,192	\$8,554	\$7,436

Rates subject to change. Rates are for Room and Board. During the Fall Semester there is an additional non-refundable \$45.00 IHC fee and a refundable security deposit of \$150.00.

HOUSING COST OVERVIEW

ERPH & FAUS

FERPA

The Family Educational Rights and Privacy Act of 1974, sets forth requirements regarding the privacy of student records. FERPA governs the limited release of these records (known as education records) maintained by an educational institution and access to these records.

LEARN MORE ABOUT FERPA

FERPA RELEASE FORM

FERPA REVOKE FORM

HOUSING FAQS

Have other questions regarding Housing? No problem! Visit our Housing Frequently Asked Questions to answer any questions you may have. In addition, please contact us at the information provided below.

HOUSING FAQS

SECOYA HOUSING OFFICE BUILDING 74

Monday - Friday 8 a.m. - 5 p.m. (909) 869-3307

LA CIENEGA HOUSING OFFICE BUILDING 59

Monday - Friday 8 a.m. - 5 p.m. (909) 869-5113

EMAIL housing@cpp.edu