SANTA CLARA UNIVERSITY HOUSING

GRADUATE & LAW MOVE IN PACKET

BUILDING RESIDENT MANAGERS

Bellarmine Hall
Erica Leyva (eleyva@scu.edu)

Graduate & Law Houses
Eddie Grace (egrace@scu.edu)

Park Avenue Apartments
Marc Alejandro (malejandro@scu.edu)

St. Clare Hall
Eddie Grace (egrace@scu.edu)

Housing and Residence Life
408-554-4900

housing@scu.edu

ROOM INVENTORY INSPECTION

It's the expectation of the Offices of Housing and Residence Life that the condition of your room upon checkout is the same as when you moved in: **MOVE-IN CONDITION = MOVE-OUT CONDITION**
For this to be possible you must routinely clean and care for your space.

To Access your electronic Room Inventory:
- Log-in to your eCampus portal
- Click "Manage On Campus Housing"
- Click the "Inventory" tab
- Review the landing page information
- Start your inspection by clicking "Review"

> **YOU MUST SUBMIT YOUR INSPECTION WITHIN 72 HOURS OF CHECK IN**
>
> **ANY ITEMS NOT REVIEWED WILL BE CONSIDERED IN GOOD CONDITION**

Guideline on how to assess the condition of items and furniture:

An inventory of the items in your room will display. Comment with specific information only for items that are NOT in good condition:
- Size (ex. 2 inch)
- Condition (ex. 2 inch mattress tear)
- Location (ex. 2 inch mattress tear in the center)

Inspect the walls of your space using the numbering system depicted to the right. The wall with the doorway is #1. Standing in the doorway, the wall to your left is #2, the next wall is #3, and so on.
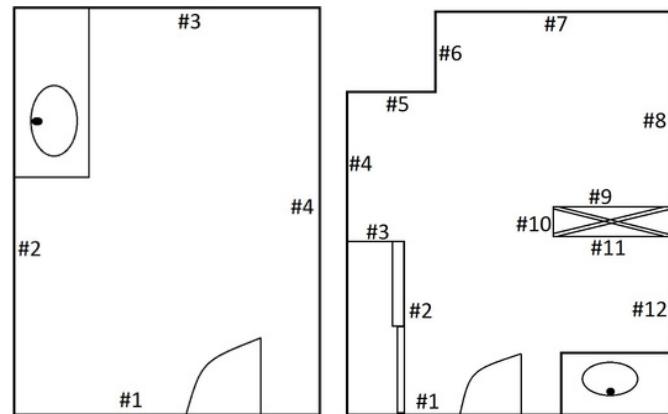
Once you complete your Inspection, click "Submit"

What exactly are you looking for?

Furniture →	writing, ink marks, burns, gouges, broken drawers, missing shelves, damaged wood or veneer
Smoke Alarm →	missing battery, broken cover, not on the ceiling
Bathroom →	missing, cracked, or damaged bathroom fixtures (sink, toilets, showers), cabinets, and light fixtures
Kitchen Areas →	broken, marked, damaged appliances, damaged cabinets, light fixtures, and flooring
Doors →	stickers, holes, cuts, burns, carving, cracks, broken door hold, broken or missing room number
Windows →	cracked or chipped glass, broken latches, missing or damaged screens
Floor/Carpet →	cuts, missing tiles, stains, burns, scrape marks
Walls/Ceiling →	stickers, paint chips, dents, spots, mismatched paint, holes

HOW TO FILE WORK ORDER REQUESTS

Routine work request (unclog sink, repair door, re-lamp lighting fixture, etc.)
- Log-in to the SCU Housing Portal via MySCU.
- From the drop down on the left hand side, click "Submit Work Order"
- Review the landing page and then select "My Jobs" from the drop down menu.
- Click on the "New Job" Link.
- Select "My Room" from the drop down, and then click "Select Room"
- Choose the Category and Item Description that best matches your concern and fill out the description box.
- Click "Save Job" to submit.

**Emergency** (water leaks, no heat, etc.) **DO NOT** use the online system

- **Monday - Friday from 8 am-5 pm:** report to the Housing Office at **(408) 554-4900**
- **After 5 pm, weekends, or holidays:** report to Housing Duty **(408) 554-4901**

CSC SERVICEWORKS

For laundry machine issues at Bellarmine, Park Avenue, St. Clare, or University Square:
Visit **https://www.cscsw.com/request-service/** or download the **CSC ServiceWorks Service App**
You must have the Machine ID (ex.DFG-345) or scan the machine barcode on the app to submit your request.

To request a refund, please contact Housing.
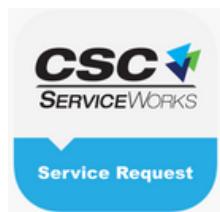
DOOR ACCESS

All residential doors have a SALTO lock that requires the use of a physical or digital ACCESS credential. You MUST update your ACCESS credential at a Hotspot wall reader every 30 days. Failure to update your credential every 30 days will result in lost access. You may use the Hotspot wall reader found outside the ACCESS Card Office in Benson Memorial Center first floor or at exterior doors to your residence hall.

To enter with your digital credential, tap and hold the back of your mobile devices at a 45° angle at entrance Hotspot wall readers to update & grant entry or black residence hall door lock readers to grant entry. The locks will pull your ACCESS information automatically with no need to open your mobile wallet.

Issues with credentials should be directed to the ACCESS Office, located in Benson Memorial Center, Room 106. Business Hours are 9:00AM-4:00PM M-F, Phone: 408-551-1647 Email: access@scu.edu

LOCKOUT POLICY

Should you be locked out of your room:

- **8 am-5 pm between Monday-Friday:** check out a loaner key in the Housing and Conference Services Office in Benson Center, Room 212
- **After 5 pm, weekends, or holidays:** contact Campus Safety Services at (408) 554-4441

Residents who check out loaner keys, key cards, or call Campus Safety Services for assistance more than three times in the academic year may* be subject to fines.

The incremental fee structure is as follows:

FIRST THREE LOCKOUTS ....FREE
4TH LOCKOUT...$50
5TH LOCKOUT...$75
6TH LOCKOUT AND ANY THEREAFTER...........................$100

ADDRESS FOR ON CAMPUS MAIL

All incoming mail (letters, flats, boxes, and packages) MUST be addressed as follows:

Your Name
SCU- _ _ _ _ (4 Digit Box #)
500 El Camino Real
Santa Clara, CA 95053- _ _ _ _ (4 Digit Box #)

All student mail and packages are available for pick up from 9:00AM to 4:30PM at the Campus Post Office located in the Facilities/Support Services Building (Building #604) next to Finn Hall.

CONNECT TO THE CAMPUS NETWORK

1. The primary WiFi network for SCU Students is **"eduroam"** .
2. You will be prompted to enter your SCU username followed by @scu.edu (as in bbronco@scu.edu) and password (the same that you use for your SCU email and Housing Portal).
3. If prompted, accept or trust for the certificate for clearpass.scu.edu.
4. Depending on your version of Android, more information is available at **https://www.scu.edu/technology/get-connected/wifi/using-eduroam/**
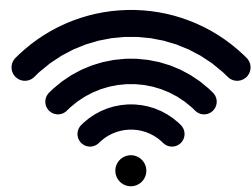
The WiFi network for connected devices is **"BroncoFi".** Devices must be enrolled through the device registration portal.
For IT support or to request a wired connection, please contact the **Technology Help Desk.**
For further information, please visit the Technology website at **https://www.scu.edu/technology/get-connected/wifi/**

DUO 2 FACTOR AUTHENTICATION

Santa Clara University students use Duo 2 Factor Authentication as an extra layer of security for your account. Students must enroll to use Google suite, mobile credential, mobile dining, and other campus aps.
Visit: **https://www.scu.edu/technology/get-connected/duo/**

SMARTPRINT PRINT CENTER

SmartPrint BW release stations are conveniently located at the Service Desk in each residence hall. With a web browser on the SCU campus network and your free-printing allowance you can:

- upload files to be printed
- review your print jobs in the SmartPrint queue
- remotely release print jobs

The SmartPrint Print Center is located at http://sp2.scu.edu

XFINITY ON CAMPUS

Get TV on your terms, from premium shows to nonstop live sports. Live stream your entire channel lineup and Xfinity On Demand library on mobile devices, computers, or select connected TV devices. Manage your DVR from any device to ensure you'll never miss a thing. All from Xfinity.

Download the Xfinity Stream app to watch everything on your mobile devices. Search for Xfinity Stream on your Roku device to watch TV on a bigger screen.

HOUSING POLICIES

*See SCU Student Handbook for a complete listing of all Housing and Residence Life policies. Each Building Manager may have additional policies specific to their community.

GRADUATE & LAW HOUSES
553 Franklin, 569 Lafayette, 745 Bellomy

Cable, Telephone & Internet

Off Campus houses do not include cable, phone, or internet services. If you wish to purchase said services, approved service providers for cable, internet, and phone are as follows:

Comcast: https://www.xfinity.com/student (800) XFINITY
AT&T Internet: https://www.att.com/internet (888) 374-0295
DirectTV Stream: https://www.directv.com/packages (877) 907-1460

Satellite based service providers are not permitted. Residents or Service Providers may not install any device to the roof or any part of the exterior structure.

Frequently Asked Questions

How should I address my mail if I live off campus?
Mail at Off Campus houses will not be managed by the Campus Post Office nor by the University. Residents should use the physical address of their respective unit as the mailing address.

When are trash and recycling picked up?
Trash and recycling are picked up on on Tuesdays. Trash and recycling should be left at the curb on Monday evenings and must be removed from the street by Tuesday evening.

When are landscaping services performed?
Landscaping services are performed on Tuesdays. Please prepare by removing any outdoor furniture or other items from the lawn.

Are pets allowed within Off Campus Houses?
Due to health and sanitary regulations, students and guests are not to bring pets inside Off Campus Houses at any time. Fish in a container less than 5 gallons are permitted.

Can I install an air conditioning unit?
At this time, air conditioning units of any kind are not permitted within Off Campus Houses.

If you have any additional questions, please visit https://www.scu.edu/living/how-do-i/

CONTACT US

Housing Office: (408) 554-4900
Benson Memorial Center, Room 212
*__Business Hours:__ Monday-Friday from 8:00 AM - 5:00 PM

Campus Safety Emergency: 408-554-4444
Housing Duty (Non-Lock Out Emergency): 408-554-4901 Outside of business hours
Campus Safety Non-Emergency (Lock Outs): 408-554-4441 Outside of business hours