

CONFERENCE SERVICES

INTERN HOUSING GUIDEBOOK



(408) 554-4302
conferenceservices@scu.edu

Intern Housing Guidebook

Contact Information.....	3
Conference Services Front Desk.....	3
Intern Housing Hospitality Desk.....	3
Campus Safety Services.....	3
Preparation.....	4
What Should I Bring?.....	4
Items to Bring to Santa Clara University.....	4
Items to Leave at Home.....	4
What Documents Do I Need for Check In?.....	5
International Intern Residents.....	5
Do I Need to be Vaccinated?.....	5
What's an ACCESS Card?.....	5
What if I lose my ACCESS Card?.....	5
Can I Bring My Car?.....	6
Do I Need a Parking Permit?.....	6
Do I Have to Park My Car On Campus?.....	6
How Can I Get to Campus?.....	6
By Air.....	6
By Land.....	6
From SJC - Public Transportation.....	6
From SFO - Public Transportation.....	7
From U.S. Highway 101:.....	7
From Interstate 880:.....	7
From Interstate 280:.....	7
Rideshare Apps.....	7
Can I Mail Items?.....	7
Proper Address Format for Incoming Intern Mail.....	8
COVID-19 Expectations for Summer 2024.....	8
Vaccine Requirements.....	8
Testing and Isolation.....	8
Moving In.....	9
Check In.....	9
Moving Items.....	9
Door Access.....	9
Room Inventory Inspection.....	10
Guideline on Assessing Furniture and Items.....	10
What Exactly Are You Looking For?.....	10
Connecting to Wifi.....	11
Shopping Around Campus.....	11

Decoration Guidelines.....	12
Community Responsibility Policy.....	12
Living at Santa Clara University.....	13
Alcoholic Beverages.....	13
Bicycles & Skateboards.....	13
Cooking & Kitchens.....	13
Outdoor Barbeque Grills.....	13
Electric Vehicles.....	14
Emergency Evacuation.....	14
Food Delivery.....	14
Guests of Intern Residents.....	14
Overnight Guests.....	14
Occupancy Limits.....	15
Mail and Packages.....	15
Mailing Address.....	15
Maintenance Needs.....	15
Emergency Maintenance Concern.....	16
Malley Fitness Center Pass.....	16
Security Escort.....	16
Laundry.....	16
Linens.....	16
Blanket Exchange.....	16
Lockouts.....	17
Open Flames.....	17
Can I Have a Candle?.....	17
Am I Allowed to Grill on the Balcony?.....	17
Room Changes.....	17
Parking.....	18
Safety Alerts.....	18
Trash and Recycling.....	18
ZipCars.....	18
Moving Out.....	19
Preparing for Move Out.....	19
Apartment Closing Checklist.....	19
What About My ACCESS Card?.....	19
Shipping from the University.....	19
Can I Purchase a Prepaid Label at the University?.....	19

Contact Information

Intern Housing Hospitality Desk

The Intern Housing Hospitality Desk is located in the main building of the intern housing community. The Hospitality Desk is open seven days a week with various business hours.

The Hospitality Desk can assist with lockouts, general questions, reporting emergency maintenance concerns, and any residential space concerns.

Hospitality Desk Phone: **(408) 551-3006**

- Monday through Friday, 8am - 1pm & 5pm - 10pm.
- Saturday & Sunday, 9am - 2pm & 6pm - 11pm

Conference Services Front Desk

The Conference Services Front Desk is located in the first floor lobby of Graham Hall on the main campus. The Front Desk is open seven days a week, from 8:00am to 10:00pm each day unless indicated otherwise.

The Front Desk may be contacted for a variety of assistance needs including, but not limited to, general questions, lockouts, and reporting emergency maintenance concerns.

Front Desk Phone: **408-544-4302**

Campus Safety Services

Campus Safety Services (CSS) collaborates across divisions and departments to support a diverse and inclusive University community in a manner that fosters safety and belonging. CSS operates 24/7/2365, serving students, faculty, staff, alumni, and University guests, including intern residents.

Campus Safety phone lines are monitored 24/7.

Non-Emergency Main Office: **408-554-4441**

Emergency Number: **408-544-4444**

Be in the know and subscribe to : "**SCUPARENTALERT**" or **226787 (CAMPUS)**

Preparation

What Should I Bring?

As you prepare to transition to Santa Clara University for the summer, the Conference Services team encourages you to consider two lists of items below! Remember to plan accordingly as you pack and prepare for your move to the intern housing residence which is fully furnished, including furniture, bed linens, and offers additional amenities. Consider the size of the intern housing residence rooms and try not to bring too many items.

Items to Bring to Santa Clara University

- **TOILETRIES:** Intern residents should bring their own toiletries to last them the entirety of their stay at Santa Clara University. This includes items such as shampoo, conditioner, body soap, and any skincare products.
- **MEDICATION*:** Intern residents should bring any prescription medications that they might need during the entirety of their stay at Santa Clara University. Over the counter medications can be purchased from the various nearby stores around campus.
- **CONVENIENCE ITEMS*:** Various appliances such as coffee pots and hot pots without exposed coils are all permitted within the residence halls at SCU. ALL appliances must be energy star certified. Of course, personal computers are permitted as well.
- **MISCELLANEOUS ITEMS*:** Additional items that you may consider bringing with you include an alarm clock, a desk lamp, and others. If you plan to bring a bicycle, also plan to bring a heavy duty bicycle lock.
- **ROOM DECOR*:** Although intern residents are permitted to add simple decorations to their rooms, intern residents are not allowed to remove university-issued furniture or permanently alter and/or damage the rooms. You may hang posters and similar materials on the walls, but make sure to use a hanging method that does not cause permanent damage. Textile materials such as sheets, nets, or other large pieces of fabric may not be hung from the walls or ceilings for fire-safety purposes.

Items to Leave at Home

- **LINENS*:** All intern residents will be provided with two sets of linens (flat sheet, fitted sheet, blanket, pillow). All beds within the intern resident community are full-sized (54 x 74 inches).
- **COOKING & HEATING APPLIANCES:** Due to health and safety concerns as well as energy demands, sunlamps, torchiere halogen lamps, crockpots, toaster ovens, hot plates, space heaters, and other appliances with exposed heating units are not permitted in the residence halls. Furthermore, fire regulations do not permit flammable liquids, such as chemicals, gasoline, or lighter fluid within any residential building.
- **KNIVES FOR COOKING:** Do not bring knives for cooking to campus. Utensils, including knives for cooking, will be provided by Conference Services in the intern residences.
- **TOWELS*:** The intern program does provide body towels (4), hand towels (2), face towels (7) and a bath mat, interns may bring additional towels if they so choose.
- **AMPLIFIED INSTRUMENTS or DRUM SETS:** These items are not allowed in the intern residence community, and will be confiscated and you will be required to ship these items home if they are seen or heard within the intern residence community.

- **DRUGS or ILLEGAL SUBSTANCES:** Any intern resident found in possession of or using illegal drugs will be documented, reported to their home institution, adjudicated through the SCU disciplinary process, and immediately removed from the intern housing residence.
- **WEAPONS or EXPLOSIVE AGENTS:** The possession of any weapon including BB guns, air guns, firearms, hunting equipment, knives, martial arts tools, stun guns, paint-pellet guns, or any items of a similar nature, is prohibited in the intern residence community. The use of fireworks, firecrackers, or other explosives or chemicals is also prohibited.

What Documents Do I Need for Check In?

- Government issued ID (driver's license, passport, etc)
- Your intern housing confirmation letter or email.

International Intern Residents

The following items should be in your carry-on luggage and should not be checked with the airline:

- Original Passport
- Original Visa
- Proof of internship
- Prescriptions for any medication that you are bringing to the US
- Cash for food, transportation, and other expenses
- Phone charger or battery pack (with converters for US electrical outlets)
- Written emergency contact information for your family and someone in the US
- Written transportation plan for getting from your airport to the Intern Housing Community

Do I Need to be Vaccinated?

All intern residents are required to comply with the Santa Clara University Immunization requirements (2025-2026). A full list of required immunizations can be found here, [on the Immunization Requirements](#) webpage.

What's an ACCESS Card?

Your ACCESS card is your intern resident ID and personalized key to your intern housing community. All intern residents will be provided with an ACCESS card upon arrival for free.

You will have to **submit an ID appropriate photo prior to arriving on campus**. Please see the [Santa Clara University official image requirements](#) on our website to review the photo guidelines and comparison of acceptable images.

What if I lose my ACCESS Card?

First, contact the Graham Hall Front Desk and report your missing ACCESS card. We will then remotely turn off your ACCESS so that no one else can use your card.

All intern residents are given their initial ACCESS card free of charge. However, should intern residents lose their ACCESS card, they will need to pay a \$30 per replacement card.

Can I Bring My Car?

Yes, intern residents are able to bring their own vehicles to campus if they see the need for them. After **purchasing a parking permit**, these vehicles can be parked within the gated parking lot connected to the intern housing community.

Do I Need a Parking Permit?

Intern residents that are planning to keep a car on campus for the purpose of commuting to their internship **will need to purchase a parking permit**. Parking permits must be displayed at all times to avoid ticketed fines by a third party service provider.

Do I Have to Park My Car On Campus?

Intern residents are not required to bring a vehicle to campus, although it is recommended if your internship has not pre-arranged transportation for you. Similarly, intern residents are not required to park on campus and use the intern housing parking lot. However, street parking is to be undertaken at the intern resident's own expense and responsibility.

How Can I Get to Campus?

Santa Clara University does not provide transportation services to campus. Intern residents should arrange their own transportation to campus.

When planning their trip to SCU, intern residents should not navigate to the main campus, but instead, they should navigate to the Intern Housing residence community, whose address is listed below.

Santa Clara University Villas
1260 Campbell Avenue
Santa Clara, CA 95053

By Air

Santa Clara University is just 5 miles from **San Jose Mineta International Airport (SJC)** and about 35 miles south of the **San Francisco International Airport (SFO)**.

By Land

From SJC - Public Transportation

- Individuals can take the Southbound Route 60 Bus (**Airport Flyer**) from the **San Jose Airport** to the **Santa Clara Valley Transit Center**.
 - Route 60 is **free from the SJC Airport**. When boarding at other locations, including boarding to return to the airport, regular fare is required.
- A full bus schedule can be found on the [SJ VTA Route 60 Schedule here](#).

From SFO - Public Transportation

- Individuals can take the [Bay Area Rapid Transit \(BART\)](#) from the **SFO Station** to the [Millbrae Caltrain Station](#).

- From the Millbrae Caltrain Station, individuals can take the **Caltrain** to the **Santa Clara Valley Transit Center**.
- The Santa Clara Valley Transit is a 10-minute walk to the Intern Housing Community - The Villas.
- Please remember you will need to pay a regular fare for both the BART and Caltrain services.
 - Additionally, both BART and Caltrain accept CLIPPER cards as payment. For more information see [here](#) and [here](#).

From U.S. Highway 101:

- Take the De La Cruz Boulevard/Santa Clara exit.
- Follow De La Cruz Boulevard towards El Camino Real (stay in the right lane).
- When De La Cruz Boulevard splits, follow the right split over the overpass.
- Turn right on Lafayette Street staying in the right turn lane.
- Turn right at El Camino Real.
- The main entrance to Santa Clara University will be on the right-hand side of the road.

From Interstate 880:

- Take The Alameda exit.
- Travel north on The Alameda.
- The Alameda will become El Camino Real.
- The main entrance to Santa Clara University will be on the left-hand side of the road.

From Interstate 280:

- Take Interstate 880 north toward Oakland.
- Exit at The Alameda.
- Turn left on The Alameda.
- The Alameda will become El Camino Real.
- The main entrance to Santa Clara University will be on the left-hand side of the road.

Rideshare Apps

You can choose to download and use a rideshare app on your phone to arrange transportation. In any rideshare app, individuals can input the following address as their destination:

- **1260 Campbell Ave, San Jose, CA 95126**

Please be aware that rideshare rates are typically much higher in the morning M-F between 8am - 10am and 4pm - 7pm, as these are the main commuting hours for much of Silicon Valley.

Can I Mail Items?

Intern residents can begin sending mail to campus **one week** prior to your scheduled move-in date. They will be kept by the Conference Services and Intern Housing team and will be brought to the Hospitality Desk in the Intern Housing residence community upon move in.

Proper Address Format for Incoming Intern Mail

All mail should be addressed in the following format:

[Full Name]

**Conference Services % Intern Housing
Santa Clara University
500 El Camino Real
Santa Clara, CA 95053**

Mail will be collected from SCU's Mailing Services by Conference Services and Intern Housing staff. It will be taken directly to the Hospitality Desk where intern residents can pick up their items after presenting a valid form of identification.

COVID-19 Expectations for Summer 2026

Vaccine Requirements

SCU requires the COVID-19 primary series plus a booster OR one dose of the bivalent/updated vaccine. All SCU intern residents, summer students, and staff are required to be vaccinated against COVID-19. Intern residents must be complete or in progress of vaccination as of June 1st, 2023. All immunization records must be uploaded to [insert here].

International intern residents & global nomads arriving from overseas: intern residents coming from outside the US, who have not been able to receive all required immunizations, can finish their vaccinations once arriving at SCU.

It is strongly recommended that any individuals assisting with move-in be fully vaccinated and boosted against COVID-19.

Testing and Isolation

During the Intern Housing program, isolation will operate with an isolate-in-place model within the intern residence hall.

Any intern resident who tests positive for COVID-19 prior to returning to campus may only move in after they have completed their isolation period and are symptom-free. There will be limited service for rapid antigen test purchasing from the Test Forms and More! vending machine in the Learning Commons.

Otherwise, intern residents may purchase rapid antigen tests through other services such as online providers or the stores around campus such as Safeway.

Intern residents who test positive for COVID once on campus must isolate for a minimum of 5 days--this means they cannot attend class, or other course activities in person during their isolation period, and must continue to wear a mask through Day 10.

Moving In

Check In

Intern residents will check in at the **Hospitality Desk** in the Villas, the intern residence community, located at **1260 Campbell Ave, Santa Clara, CA 95053**.

Intern residents should have their confirmation email and a valid form of identification ready to present to the Intern Housing staff at the Hospitality Desk. After confirming your paperwork and identity, you will receive your ACCESS card and other move-in paperwork, including a parking permit if the intern resident has purchased one. Once the intern resident is checked in, they will be directed to their intern assigned residence. Once directed, intern residents should begin to move their belongings to their assigned residence.

Moving Items

If needed, intern residents can ask the Intern Housing staff for assistance with moving items during move-in.

At least one person must remain with their vehicle at all times. Vehicles will have 15 minutes to unload personal items with the assistance of the Intern Housing Assistants. Once the vehicle has been unloaded, it must immediately be moved to a permanent parking spot, as directed by staff and signage, or they must leave the premises. **Unattended vehicles risk being ticketed and towed.**

All boxes and property must be labeled before arrival, using tape and permanent marker, with the intern resident's name and housing assignment clearly visible. Any fragile, irreplaceable or expensive items must be moved by the intern resident. SCU does not accept responsibility for any damages or any other loss to any personal property.

Door Access

All residential doors have a SALTO lock that requires the use of a physical ACCESS credential. You MUST update your ACCESS credential at a Hotspot wall reader every 7 days. Failure to update your credential every 7 days will result in lost access. You may use the Hotspot wall reader found at the exterior doors of the intern residence hall.

Issues with your ACCESS card should be directed to the Conference Services team, located at the Graham Hall Front Desk. Business Hours are 8:00am - 10:00pm, seven days a week.

Phone: **408-554-4302**

Email: **conferenceservices@scu.edu**

Room Inventory Inspection

It is the expectation of the Conference Services and Intern Housing teams 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.

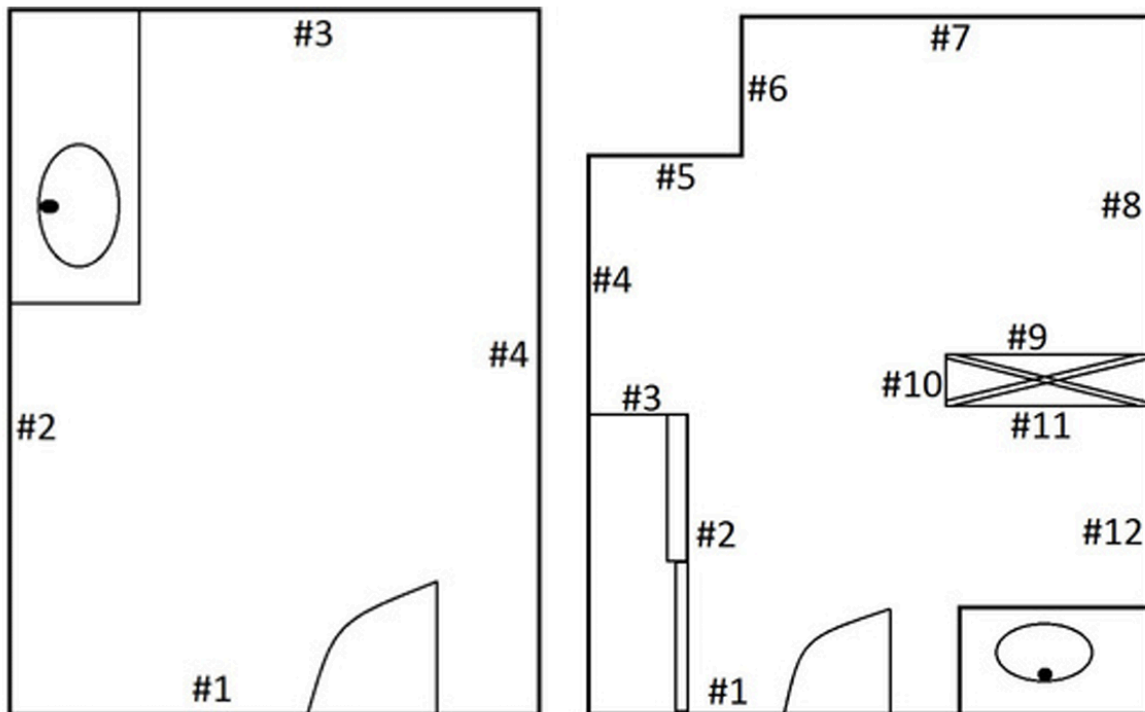
Upon checking in, intern residents will receive/be able to access the Room Inventory Inspection document. You must submit your inspection within 24 hours of checking in. Any items not reviewed will be considered in good condition.

Guideline on Assessing Furniture and Items

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 below. 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.



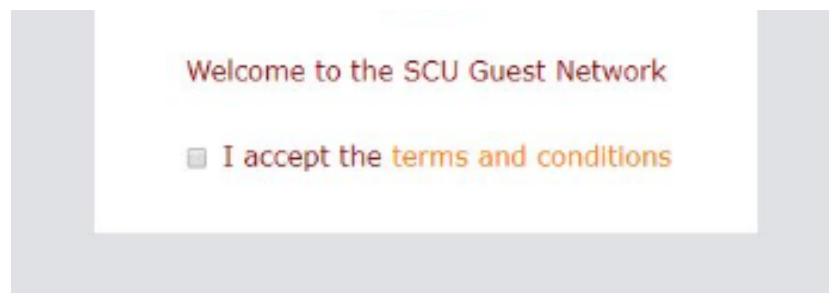
What Exactly Are You Looking For?

- Bed Frames → bed set to middle height, cracked legs, burn marks, scratches, paint, sticker residue
- Mattress → tears, burns, stains

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

Connecting to Wifi

All intern residents should connect to the **SCU Guest** network. It is required that you verify your acceptance to the terms and conditions daily by clicking on the checkbox in the daily prompt you will receive.



Shopping Around Campus

Near campus are many stores where intern residents can purchase what they need for their stay at SCU over the summer. There are stores such as Target, Office Max, Office Depot, Staples, Costco, CVS, Walgreens, and grocery stores such as Safeway, Whole Foods, and Trader Joe's.

Also, the Westfield Valley Fair Shopping Mall in Santa Clara is another option for shopping as well.

Please keep in mind that most places will require a form of transportation (i.e. car or public transportation) to get to and from the stores.

Decoration Guidelines

Below is a **short** list of decoration guidelines you must follow:

- Do not use screws and nails on walls.
- Push pins may be used (maximum of 20 per wall).
- Blue painter's tape is recommended for hanging objects on walls.
- Adhesive, including blue tape, can damage walls over time and residents will be held responsible at check out.
- Lift furniture to move it, dragging furniture can damage the floor.
- When placing furniture next to a wall, make sure it will not rub/scrape against the wall when in use.
- Do not hang anything from the ceiling (lights, paper, and fabric).
- Never lift, move, or remove ceiling tiles.
- Building light fixtures or bulbs cannot be removed, replaced, or disabled in any way.
- Halogen floor lights/lamps are prohibited.
- Do not cover or hang items from fire alarm pulls, fire extinguishers, smoke detectors, sprinklers, or exit signs.

Community Responsibility Policy

It's the policy of Santa Clara University as well as the Conference Services and Intern Housing teams that intern residents share in the responsibility of setting and maintaining a respectful environment in the intern residence hall. By expecting intern residents to take responsibility for their environment, we strive to instill a sense of community and pride in their living accommodations.

If there is deliberate or accidental damage *not assigned to an individual or group*, the burden of repair will be shared by all residents of that living unit or section. Acts such as vandalism are not tolerated and intern residents held responsible for vandalism will be promptly addressed with disciplinary action. Intern residents should both be aware of concerns within their community and report them when appropriate.

Living at Santa Clara University

Alcoholic Beverages

Intern residents of **legal drinking age (21 years or older)** may consume and possess alcoholic beverages in the privacy of their own rooms, provided the space is **not shared with an underage roommate**. Regardless of age, excessive and inappropriate use of alcoholic beverages is strictly prohibited, whether or not consumption occurred on or off campus.

Any person under the age of 21 who is in possession of alcohol or is in a room where alcohol is knowingly or unknowingly present will be assumed to have been consuming alcohol, as it is difficult to determine who was drinking and who was not. Intern residents are responsible for removing themselves from all situations where alcohol and/or other substances are present.

Bicycles & Skateboards

Bicycles and other coasting devices (e.g. skateboards, scooters, rollerblades) may be stored in an intern resident's room or apartment, but may not be stored in hallways or other common areas within the intern residence community.

Bicycles may be parked only in those areas which have been specifically designated for this purpose. A bicycle parking area is indicated by the presence of bicycle racks. All bicycles must be parked in bicycle racks. Bicycles may not be parked in any way which would block or impede the access to a building entrance or exit, or attached to stairways or exit areas.

Intern residents are responsible for providing bike locks or similar devices at their own expense.

Cooking & Kitchens

All intern residence apartments are provided with full, private kitchens that are shared between suitemates and can be used for everyday cooking. The kitchen includes a stove top, an oven, a microwave, a full-sized refrigerator, a full-sized sink, and a dishwasher.

Kitchen utensil packages (including cooking and eating utensils as well as kitchen knives) are available in limited supplies to rent from the Intern Housing Hospitality desk.

Outdoor Barbeque Grills

Intern residents are allowed to use and cook on the outdoor barbeque grills scattered throughout the Intern Housing community. Reservations for use must be made 24 hours in advance at the Hospitality Desk.

Intern residents are responsible for providing their own cooking utensils and for cleaning the barbeque after they have finished cooking their food.

Electric Vehicles

Individuals may charge their electric vehicles, but will only be able to do so on the campus at the [ChargePoint stations](#). All individuals must pay for the ChargePoint stations.

1-4 Hours	\$2 per hour
5+ Hours	\$3 per hour

Emergency Evacuation

In case of emergency evacuation, all intern residents should immediately exit their building and congregate either in the main common lawn directly adjacent to the main lobby building, or directly across the street by the Schott Stadium entrance. More information from [Campus Safety](#) can be found here.

Food Delivery

Intern residents are allowed to use food delivery services while residing on campus. However, please keep the following rules in mind:

1. Use the **1260 Campbell Ave, San Jose, CA 95126** address, as this will direct drivers to the intern housing residence hall.
2. You **must** physically meet the delivery driver at the main doors of the main lobby to receive your items. The delivery driver **cannot** enter into the Intern Housing community at any time to deliver your food.
3. The Intern Housing Assistants at the Hospitality Desk **will not** meet the delivery driver or collect your delivered items on your behalf.

Guests of Intern Residents

Intern residents are allowed to have guests during their stay at Santa Clara University, **provided they are accompanied by an intern resident at all times**. Guests are defined as any person who is not contracted to live in the intern housing residence hall or apartment where they are present.

Intern residents are responsible for the actions of their guests and will be held accountable for any violations of University standards, policies, or procedures by a guest. Responsibility lies with the intern resident responsible for the guest, in addition to the individual creating the problem.

Overnight Guests

Overnight visitors are not allowed.

Occupancy Limits

Occupancy limits for the intern housing residence hall are based on California State Fire Code. No more than:

- 6 persons in any suite or apartment bedroom
- 10 persons in a two bedroom suite or apartment (including those in bedrooms)
- 20 persons in a four bedroom suite or apartment (including those in bedrooms)

Mail and Packages

Any mail or packages will be collected from SCU's Mailing Services by Conference Services and Intern Housing staff Monday through Friday only, as the campus does not accept weekend deliveries.

Intern residents are **not allowed** to pick up their mail and/or packages directly from SCU's Mailing Services.

Mail will be taken directly to the Hospitality Desk, and intern residents will be sent an email informing them that their item(s) has arrived. Intern residents can pick up their items after presenting either their ACCESS card or a government-issued form of identification.

Mailing Address

All mail should be addressed to the main Santa Clara University campus, as formatted below.

[Full Name]

**Conference Services % Intern Housing
Santa Clara University
500 El Camino Real
Santa Clara, CA 95053**

Maintenance Needs

If intern residents have any non-emergency maintenance concerns or issues, they can email Conference Services at conferenceservices@scu.edu. Additionally, they can directly call the following:

- Every Day, 8am - 10pm: The Graham Front Desk
- Monday - Friday, 6pm - 10pm: The Hospitality Desk
- Sunday & Saturday, 8am - 10pm: The Hospitality Desk

Emergency Maintenance Concern

Intern residents should immediately report an emergency maintenance concern to the Graham Front Desk, Hospitality Desk, the Intern Housing Assistant On Duty, or after 10pm, directly call Campus Safety at (408) 554-4441.

Examples of emergencies include, but are not limited to, a flooding toilet/sink/shower, complete power outages within your room/apartment, fires, and broken windows.

Malley Fitness Center Pass

Intern residents are able to purchase a gym pass to our Malley Fitness Center on the main campus if they wish to use the facilities. Gym passes may be purchased at any time either from the Graham Front Desk, Hospitality Desk, or at the Malley Fitness Center.

With the gym pass, intern residents are allowed to access the weight room, pool, showers, and other Malley Fitness Center facilities. Intern residents are expected to bring their own towels and swim gear if they choose to use the pool.

Security Escort

Campus Safety Services are available to call for security escorts to the Villas from the main campus if intern residents are feeling unsafe, especially if they are returning at night.

Intern residents can contact Campus Safety by directly calling **(408) 544-4441**, or they may use one of the blue emergency phones around the main campus.

Laundry

All units within the intern housing community are provided with in-unit laundry (i.e. a washer and dryer) at no cost. Intern residents will need to pay for their own laundry detergent and dryer sheets. They can purchase these items at the stores near campus.

Linens

As part of the Intern Housing program, all intern residents are provided with linens (see [“Items to Leave at Home”](#) for more information). Within the provided linen pack, intern residents are expected to wash their own sheets, pillowcase, and towels in the in-unit laundry machines.

Blanket Exchange

However, dirty blankets **should not** be washed in the in-unit laundry machines, as they are too large and may run the risk of breaking the machines.

Instead, dirty blankets may be exchanged weekly on Sunday for a clean blanket.

Lockouts

If you have been locked out of your room and/or the intern housing residence hall, please see the following for help:

Graham Hall Front Desk

- Every Day, 8:00am to 10:00pm* (*intern residents will be notified if hours change due to holidays)
- 408-554-4302

Intern Housing Hospitality Desk

- Monday - Friday, 6:00pm to 10:00pm
- Saturday & Sunday, 8:00am to 10:00pm
- (408) 551-3006

Campus Safety Services

- Every Day, After 10:00pm
- (408) 554-4441

Intern residents who contact Conference Services or Campus Safety for assistance **more** than three times during their summer stay 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

Open Flames

Can I Have a Candle?

You are not allowed to have candles or incense inside the Intern Housing residence hall. Open flames are not permitted within the Intern Housing residence at any time for any reason. Unburned

Am I Allowed to Grill on the Balcony?

Private grills cannot be used in or near residence halls, apartments, or on private student patios/balconies without authorization from appropriate Intern Housing staff. Private grills are not allowed to be stored in the intern housing residence hall at any time for any reason.

Room Changes

If intern residents wish to change their room, they should contact the **Intern Housing Coordinator via email** explaining their reasons for requesting a room change.

The Intern Housing Coordinator will review any room change requests and will handle all decisions regarding room change approvals.

Parking

For information about bringing your vehicle to campus see "[Can I Bring My Car?](#)".

If intern residents choose to bring their own vehicle and pay for parking at Santa Clara University, they will be directed to park in the gated parking lot adjacent to the intern housing community. Each intern resident will need to display their parking permit at all times while parked on campus.

Additionally, interns will receive a gate clicker that is to be kept in their vehicle so that they can open and close the gate for the parking lot.

It is a \$75 fee for each replacement gate clicker, should the intern resident lose their own.

Safety Alerts

As an intern resident you are able to enroll in Santa Clara University's Bronco Alerts, an emergency alert system managed by SCU's Campus Safety. Once subscribed, you can receive alerts sent via SMS text. Your subscription has no expiration date, and you may unsubscribe at any time after you have completed your stay on campus.

From your smartphone, text "SCUPARENTALERT" to 226787 (CAMPUS)

SCU Bronco Alerts will consist of Emergency Notifications, Timely Warnings, and other types of safety messaging. They can be issued to the Campus Community via SMS text message, Guardian App, the SCU Website, voice calls, email, and in certain situations, social media.

For more information, [check out the SCU Bronco Alert webpage.](#)

Trash and Recycling

Intern residents are responsible for removing trash and recycling within their resident spaces. Any waste should be taken to the **outdoor waste receptacle centers** and put into the appropriate waste dumpsters.

Intern residents **should never** put the waste from their residential spaces into the public waste bins in areas like the main lobby. For more information, see the [Waste Diversion webpage.](#)

ZipCars

Any intern resident is able to use a shared rental car service called [ZipCar](#) while they are living on campus. Be aware however, that SCU does not control or operate ZipCars.

Intern residents interested in using ZipCar will need to register and handle usage on their own, and will not receive any university discounts.

The ZipCars can be found in the Cowell parking lot and the North Campus Garage on the main campus. The former being closer to the Intern Housing residence hall.

Moving Out

Preparing for Move Out

All intern residents are required to move out within 24 hours of their indicated move out time. Intern's staying until September 3rd, must move out by 9pm.

Intern residents with travel restrictions will be able to apply for an extended check out by contacting the Conference Services at 408.554.4302. Extensions may not exceed 24 hours.

Apartment Closing Checklist

Intern residents are expected to complete the Apartment Closing Checklist in preparation for moving out. Failure to complete any of the procedures may result in assessment of charges for improper checkout fines. As your move out date approaches, you will receive an email with the Apartment Closing Checklist and instructions attached.

Be sure to pay close attention to the **Kitchen, Bathroom(s), and Living Areas**.

The Apartment Closing Checklist should be kept on your front exterior door.

What About My ACCESS Card?

Intern Residents can take their ACCESS card with them when they leave! All our intern resident cards are one time summer use, and cannot be reused. Take them home as a reminder of your time in Silicon Valley!

Shipping from the University

Upon checking out, intern residents are able to ship mail and packages from Santa Clara University. However, all their shipping labels must be prepaid through services such as [USPS](#), [UPS](#) or [Fedex](#).

All mail and packages being sent out for shipping should be brought to the Hospitality Desk. Packages will be sent out the following business day.

Can I Purchase a Prepaid Label at the University?

No, intern residents will need to purchase any prepaid shipping labels themselves either online through services (e.g., USPS, UPS, Fedex), or in person.

The nearest post office is:

- **United States Post Office on Jackson Street**
 - 1200 Franklin Mall, Santa Clara, CA 95050