

SANTA CLARA UNIVERSITY  
HOUSING AND RESIDENCE LIFE

# MOVE IN PACKET



## HOW TO INSTRUCTIONS

Complete your Room  
Inspection and submit  
work request forms

## ON-CAMPUS LIVING POLICIES

Learn more about the  
Lockout and Community  
Responsibility policies

## DECORATION GUIDELINES

Help to keep yourself  
and others safe, and  
avoid damage charges



Housing and Residence Life  
408-554-4900



[housing@scu.edu](mailto:housing@scu.edu)

# HOW TO COMPLETE YOUR 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**

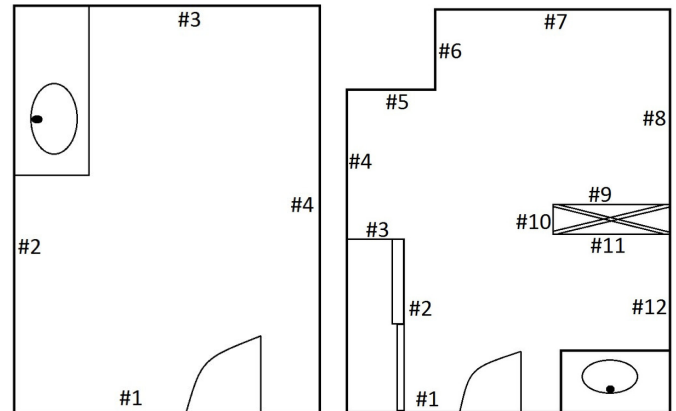
**ANY ITEMS NOT REVIEWED WILL BE  
CONSIDERED IN GOOD CONDITION**

## 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?



- 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** → 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
- 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

~ To read more about Housing and Residence Life Policies, please reference the SCU Student Handbook ~

# HOW TO CONNECT TO SCU-STUDENT

1. Choose the **"SCU-Student"** network from the list of available networks.
2. When the network asks you for a password enter: **"gosantaclara"**
3. Open up a web browser. The webpage loaded should prompt you to type in your SCU username and password (the same login for your email and Camino).
4. Once logged on, you may be asked to download a Policy Key. This **MUST** be downloaded to access the wireless network.



For further information, please visit the IT website at <https://scu.edu/is/it/>

# HOW TO FILE WORK ORDER REQUESTS

## Routine work request (unclog sink, repair door, re-lamp lighting fixture, etc.)

- Log-in to your eCampus portal
- Click "Manage On Campus Housing"
- Click the "Work Order" tab
- Review the landing page and then proceed to "Submit Work Order"
- Click the blue "New" button and fill out the form
- Use the magnifying glass feature next to the text boxes to enter your precise location, room number, and problem



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

Emergencies that occur:

- **Monday - Friday from 8 am-5 pm:** report to the Housing Office at **(408) 554-4900**
- **After 5 pm, weekends, or holidays:** report to the student staff or senior staff on duty in your residence hall or community



## I.T. related work requests ( cable, internet, Wi-Fi )

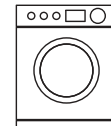
- File a work request online at <https://scu.edu/is/it/> or call **(408) 554-5700**



## Washer or dryer problems

For laundry machine issues at undergraduate Residence Halls:

- Visit [www.cscsw.com/one-csc/](http://www.cscsw.com/one-csc/) or download the **CSCPAY Mobile App**
- You must have the Machine ID (ex.DFG-345) to submit your request.



For laundry machine issues at University Villas:

- Please follow the instructions above for submitting a routine work request

# LOCKOUT POLICY

## Should you be locked out of your room between:

- **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. Your total resets every Fall Quarter/Semester.

The incremental fee structure is as follows:

|  |              |
|--|--------------|
| <b>FIRST THREE LOCKOUTS .....</b>          | <b>FREE</b>  |
| <b>4TH LOCKOUT.....</b>                    | <b>\$50</b>  |
| <b>5TH LOCKOUT.....</b>                    | <b>\$75</b>  |
| <b>6TH LOCKOUT AND ANY THEREAFTER.....</b> | <b>\$100</b> |

\*Due to the high volume of lockouts during the first 24 hours after a break period, the Housing and Conference Services Office reserves the right to increase the fine up to \$100 for lockouts performed during this period.

# COMMUNITY RESPONSIBILITY POLICY

It's the policy of Santa Clara University and The Offices of Housing and Residence Life that students share in the responsibility of setting and maintaining a studious and respectful environment in the campus residence halls.

If there is deliberate or accidental damage **not assigned to an individual or group**, the burden of repair cost will be shared by all residents of that living unit or section. The damage costs are pro-rated among students who are in the position to prevent damage from occurring or to identify specific individuals who are responsible. Acts such as vandalism are not tolerated and students held responsible for vandalism will be promptly referred to the Office of Student Life. Students should both be aware of concerns within their community and report them when appropriate.



By expecting students to take responsibility for their environment, we strive to instill a sense of community and pride in their living accommodations.

~ To read more about Housing and Residence Life Policies, please reference the SCU Student Handbook. ~

## DECORATION GUIDELINES

It's the expectation of the Housing and Residence Life Offices 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.

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 anything from fire alarm pulls, fire extinguishers, smoke detectors, sprinkler heads, or exit signs.

~ An extensive version of this list can be found online at [SCU.EDU/LIVING](http://SCU.EDU/LIVING) Decoration Guidelines or the SCU Student Handbook ~

**For any more inquiries please don't hesitate to:**

**Call:** (408) 554-4900

**Email:** [housing@scu.edu](mailto:housing@scu.edu)

**Read:** SCU Student Handbook

**Drop by:** Benson Memorial Center, Room 212

**Business Hours:** Monday-Friday from 8 am-5 pm