

USC Housing

WELCOME TO USC

GRADUATE ARRIVING GUIDE
FALL 2023





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USC HOUSING

WELCOME HOME



A LETTER FROM USC HOUSING

Dear USC Housing Resident,

It's our pleasure to welcome you to USC Housing! Move-In Day for graduate students is scheduled for Monday, August 7, 2023.

This guide introduces USC Housing and helps you prepare for your arrival on campus. It includes general Housing information, frequently asked questions about Check-In and Move-In Day Locations.

Please reach out to your Housing Customer Service Center (CSC) with any questions you have before coming to campus. Your CSC's contact information is found on page 9 of this guide.

We look forward to seeing you when you arrive!

Sincerely,

USC Housing



MOVING IN

Parking and Unloading

Unloading zones are for temporary parking only, a restriction which will be enforced by university officers. After dropping off your items, please move to the designated parking for your location. Be sure to pay attention to posted parking restrictions.

No special provisions for unloading will be in place for North University Park Campus locations, but associated university lots will be open for unloading only without permit on August 7 only.

Moving Your Stuff

Large wheeled bins will be available at each CSC for moving your belongings. They may be checked out for a limited time and are available on a first-come, first-served basis.

Elevators

Our large north campus apartment facilities have elevators, but many of our smaller buildings do not. You may need to carry your possessions up a flight or two of stairs in these locations.



What to Bring With You

We encourage you to adopt a minimalist approach when deciding what to bring with you. You may wish to coordinate bringing big items, such as appliances, with your roommate(s). Not everything has to be brought in on Move-In Day. Some items, like winter clothing for example, can be brought or shipped later.

You will need basic items, such as linens, toiletries and personal electronics. If you are living in an apartment and plan on preparing some of your meals, you will need to bring cooking and eating utensils along with basic cleaning tools and supplies.

Please Don't Bring

Pets – The only pets allowed in university housing are fish in aquariums of 10 gallon or less capacity.

Air Conditioning Units – If your housing assignment does not have AC, you cannot install or place a standalone unit in your room yourself. This is a physical alteration of the property, prohibited for safety and security reasons.

Dish/Satellite TV Receivers – Installing such a unit is a physical alteration prohibited for safety reasons. Remember: all USC housing facilities come with free digital cable TV service.

WiFi Routers – All buildings have USC Wireless and Guest Wireless. Installing your own router can interfere with the USC signal and is a violation of policy.

Hoverboards, Electric Scooters and E-bikes – Per university policy, these items are not allowed in housing facilities.



COMMON QUESTIONS

When is Check-In?

Check-In Day (or Move-in Day) for graduate housing is Monday August 7, 2023, from 8:30AM to 5PM.

Check-In continues Tuesday, August 8 through Friday, August 11 from 8:30AM to 5PM, and on Saturday, August 12 and Sunday August 13 from 10AM to 2PM.

What if I can't arrive on those days?

If you need to arrive before August 7 or after August 21, please contact your Customer Service Center (CSC) by e-mail as soon as possible and follow up by phone to make arrangements. The CSC responsible for your building is listed on page 10. Early arrival may be possible only for residents who have academic department obligations, and carries a fee of \$75 for each night stayed prior to August 7.

Where do I go for Check-In?

Check-In is held at the Customer Service Center for your assigned building. Please see pages 10-11 for a complete list.

What furnishings are provided?

Every USC housing facility is fully furnished. Most residents can expect an extra long twin bed (36" X 80") in double occupancy bedrooms and an extra long full size bed (54" x 80") in single occupancy bedrooms, a desk, a desk chair, dresser drawers and closet space. Apartments are also furnished with appropriate living room and dining room furniture, and if the unit has a kitchen, appliances (stove/oven and refrigerator). Each resident is responsible for supplying their own linens (pillows, blankets, towels) and in apartments with kitchens, cooking utensils.



How can I find out about the details of my contract?

Information about your contract can be found by logging into the USC Housing Portal. If you require a hard copy of your contract, you may request one at the central USC Housing office in the McCarthy Way Parking Structure (PSX).

What do I need to bring to Check-In?

Please bring photo identification (USC student ID, driver's license, etc.) with you to Check-In.

Will there be moving assistance at Check-In?

Unfortunately we don't have the staff to assist with moving in, but we will have a limited number of rolling bins available to help you move your belongings.

Is there a smoking policy?

All University facilities (including housing), regardless of location, are smoke-free environments. Smoking (including electronic cigarettes and vaping), is not allowed, even if roommates give their consent or the resident is the sole occupant of the apartment or residence hall room. All common areas - including apartment balconies - are also designated smoke-free.

Can I bring a pet with me?

Pets are not allowed in housing facilities for legal, health, and safety reasons. The only exception is tropical fish in a 10-gallon or smaller tank. Violating this policy may result in student conduct action, cancellation of your contract, and charges for fumigation, cleaning and damages. Pets are not permitted to "visit" at any time.

Can I have a visitor or family member stay with me during Check-In week?

University housing policy states that all contracted occupants of a room must give prior approval before a guest stays over. Since contracted residents have until the first day of classes to check into their space in USC Housing, we cannot allow overnight guests prior to Monday, August 21.

How do I ship my personal belongings to my housing space?

You may choose any carrier (UPS, U.S. Post Office, etc.) to ship your personal belongings. Please note, however, that we will not accept any packages for you prior to your arrival. Please time your packages to arrive after you move in. Your campus address can be found on pages 10-11, (room numbers are issued at Check-In). You may still have items sent to that address without the room number. Our staff will look up your room number and notify you when your packages arrive.



HOUSING INFORMATION

The following information is intended to provide you with a very general overview of the services, systems, and policies you will encounter while you live in USC Housing. A more detailed packet will be provided at Check-In.

Please remember: Customer Service Centers are your primary contacts for information!

Telephone Service

Since most college students rely on their cell phones, USC has removed phone landlines from housing buildings to reduce maintenance costs. Hallway phones are available throughout all facilities for emergency use only.

RESNET (Residential Internet)

All USC Housing facilities are equipped with one wired internet connection per resident. Residents will also be able to connect via the USC Wireless network. USC Housing student assistants will be available to help incoming freshmen with connecting to the USC network during Move-In. Just call Housing Maintenance at **(213) 740-4646** if you need help.

Cable TV Service

Cable service is provided in each apartment and residence hall room at no charge. Our cable system carries a wide variety of channels, including many in HD. The Stream2 app, available to all residents, allows streaming of the cable system on personal devices.

A complete listing of the available channels, TV connection instructions and Stream2 set up can be found on the Housing website.

Utilities

Gas, water and electricity are included in the rent for all USC Housing buildings.

Storage

Due to space limitations, we are unable to remove or store University furnishings already provided in the rooms.

Mail & Package Delivery

The U.S. Post Office is responsible for mail delivery to most North University Park area USC Housing buildings, placing the mail directly in the facilities' mailboxes. Most University Park Campus and USC Village buildings, however, have their mail sorted at a central location, either their Customer Service Center or the FedEx Center for USC Village residents. To ensure proper mail delivery, please refer to the Housing Customer Service Center Directory for your building's correct address. You will receive your room or apartment number after your arrival. Packages that do not fit into mailboxes are accepted by CSCs and residents will be notified that their parcels have arrived. Please remember - we cannot accept packages prior to your Check-In!

Laundry Facilities

Each building has at least one laundry room equipped with new green, high-efficient washers and dryers, owned and operated by a private company. The \$1.50 washing and \$1.25 drying costs are paid using the "WASH-Connect" app available for smart phones. Residents will need to provide their own detergent and other laundry products.

Maintenance

Housing Services Maintenance (HSM) is responsible for the maintenance of the fifty-six buildings in the USC Housing system. This includes repairs for the items in the residence halls and apartments and public areas in the buildings. Requests for service may be placed by phone, in person at your Customer Service Center, or at hsmtma.usc.edu. HSM maintains a 24-hour, seven days a week hotline for your convenience; that number is **(213) 740-4646**.

Housekeeping

Residents are responsible for the cleanliness of their individual spaces (residence hall rooms, suite bedrooms, apartments). All interior and exterior public areas (restrooms in suites and residence halls, hallways, lobbies, etc.) are maintained by USC Housing Custodial Staff. Each Customer Service Center maintains a small inventory of vacuum cleaners for residents' use. All other cleaning equipment or products must be provided by residents.

Prohibited Possessions

A list of prohibited possessions not allowed in residents' rooms is provided in the Housing Contract and Living Agreement. In addition, the following items may not be used in university housing: "glow in the dark" stickers, contact paper (except in drawers), torchiere halogen lamps, decorative lights, candles, barbecues or hibachis (in rooms or on balconies), hot plates, toaster ovens, or other cooking appliances in rooms without kitchens.

Renters Insurance

USC Housing is not responsible for items lost due to fire, theft or other damage. Residents are strongly encouraged to consider renters insurance. One option is Grad Guard. For more information visit www.gradguard.com.

HOUSING CUSTOMER SERVICE CENTERS

Your Customer Service Center is your connection for many services provided by USC Housing. Please check this list for the Customer Service Center that is responsible for your building.

Central Customer Service Center

620 McCarthy Way
McCarthy Way Parking Structure
Phone: (213) 740-2546 | (800) 872-4632
Fax: (213) 740-8488
Hours: 8:30 AM TO 5 PM
Monday through Friday
E-mail: housing@usc.edu
Website: housing.usc.edu

North University Park Campus Centers (90007 zip code)

Century Customer Service Center

Address: 3115 Orchard Street
Phone: (213) 821-8400
Fax: (213) 821-8422
E-mail: mailcap@usc.edu

Buildings Served:

- Helena, 1220 W. 28th St.
- Terrace, 1275 W. 29th St.
- University Regent, 1219 W. 27th St.

Troy Customer Service Center

Address 3025 Royal Street
Phone: (213) 740-8585
Fax: (213) 743-1877
E-mail: mailtrh@usc.edu

Buildings Served:

- Bel Air, 1124 W. 29th St.
- Regent, 1138 W. 29th St.
- Senator, 1101-1109 W. 28th St. and 2715-2733 S. Hoover St.
- Seven Gables, 620 W. 30th St.
- Stardust, 634 W. 27th St.
- Sunset, 1144 W. 29th St.
- Troy East, 3025 Royal St.
- Veterans' Housing, 725, 727 and 731 W. 32nd St.
- Windsor, 1149 W. 28th St.

Sierra Customer Service Center

Address: 2638 Portland Street
Phone: (213) 740-7400
Fax: (213) 743-1865
E-mail: mailfsa@usc.edu

Buildings Served:

- Annenberg House, 711 W. 27th St.
- Centennial, 2390 Portland St.
- Fairmont, 2629 Portland St.
- Founders, 2610 Portland St.
- Manor, 2636 Portland St.
- Max Kade, 2718 S. Hoover St.
- Pacific, 2637 Severance St.
- Regal Trojan, 870 W. Adams Blvd
- Severance St. Apts., 2630 Severance St.
- Sierra, 2638 Portland St.
- Troyland, 955-959 W. Adams Blvd
- Twin Palms, 2635 Portland St.
- Vista, 2701 Severance St.



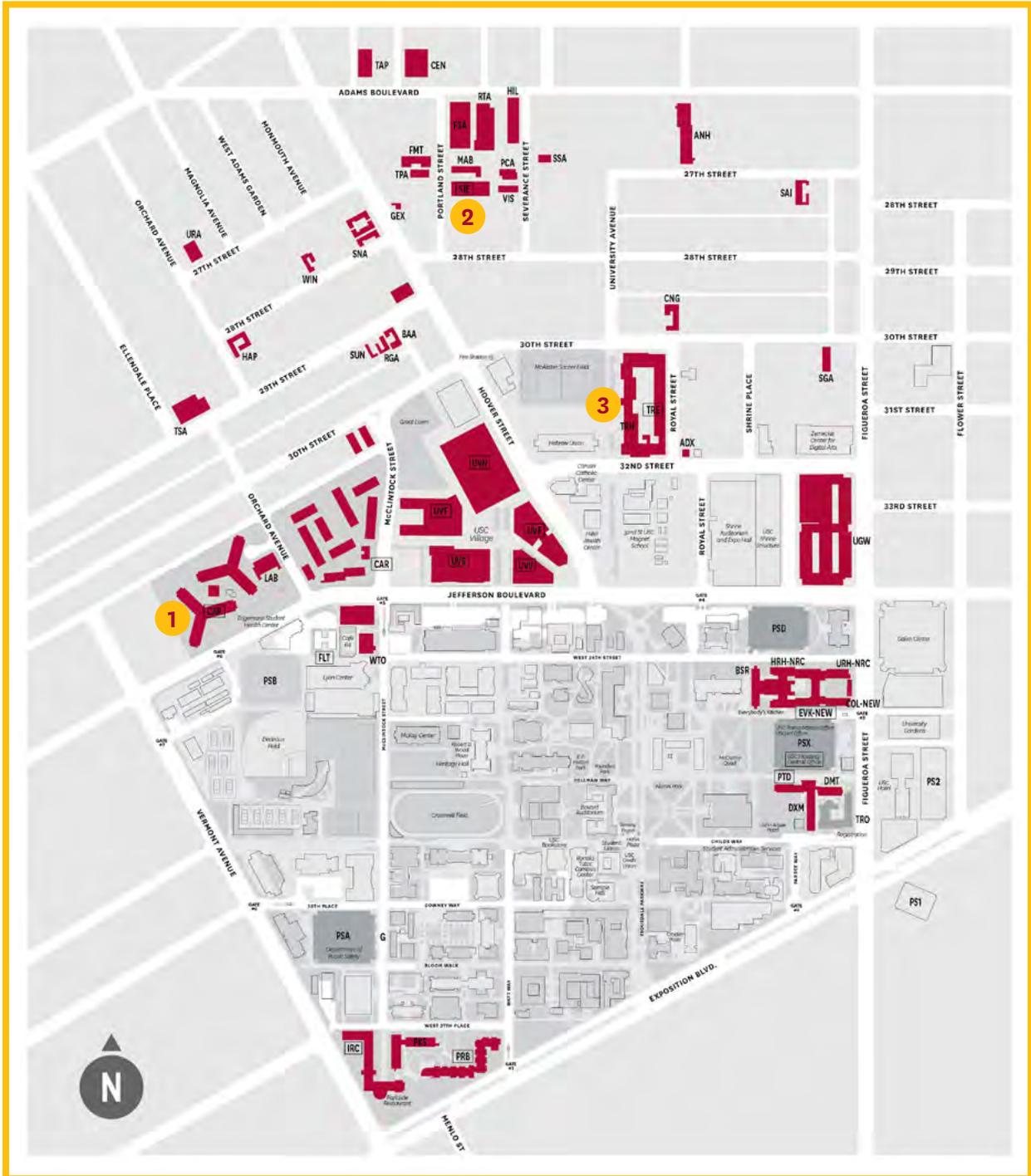
CHECK-IN LOCATIONS

Check-In locations are listed below and can also be found according to their number on the map on the opposite page.

IF YOUR HOUSING ASSIGNMENT IS FOR:	THEN YOU SHOULD CHECK IN AT:	LOCATION ON MAP
Helena • Terrace • University Regent	Century Customer Service Center (CAP) 3115 Orchard Street	1
Annenberg House • Centennial • Fairmont • Founders • Manor • Max Kade • Pacific • Regal Trojan • Severence St. Apts • Sierra • Troyland Twin Palms • Vista	Sierra Customer Service Center (SIE) 2638 Portland Street	2
Bel Air • Regent • Senator • Seven Gables Stardust Sunset • Troy East Veterans Housing • Windsor	Troy Customer Service Center (TRE) 3025 Royal Street	3

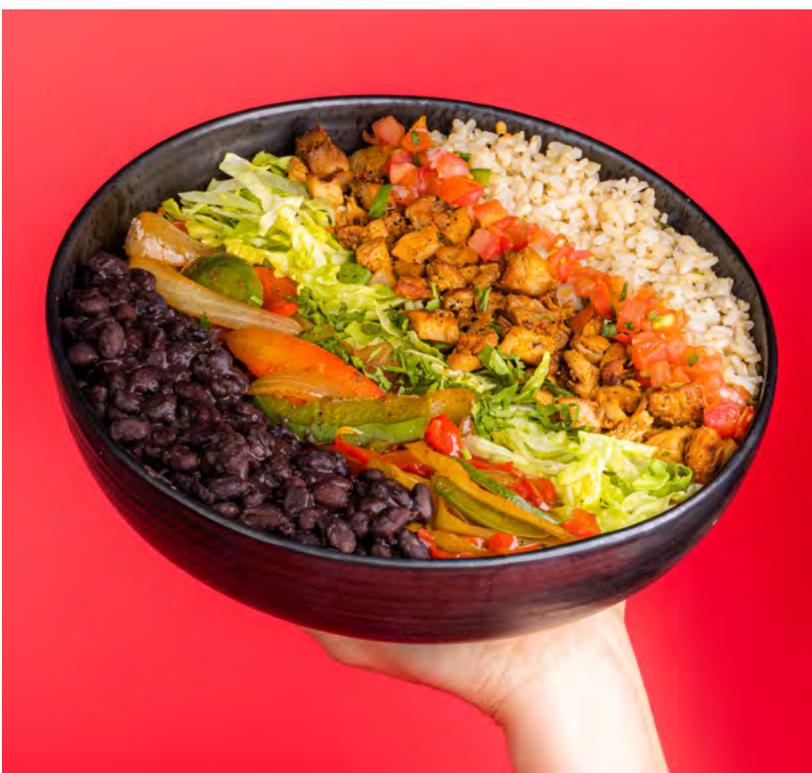
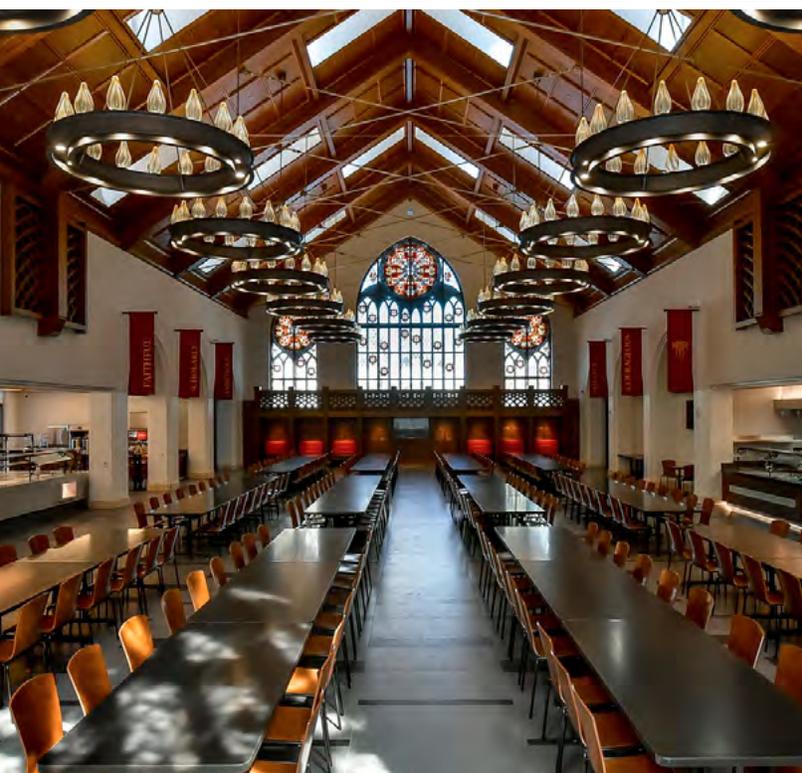
After Monday, August 7, Check-In services are available 8:30AM–5PM on Tuesday, August 8 through Friday, August 11 and 10AM–2PM on Saturday, August 12 and Sunday, August 13.

MOVE-IN MAP



USC HOSPITALITY

USC Hospitality's mission is to serve USC students with flexible and diverse dining options. Through our convenient and diverse selection of campus dining venues, we provide delicious, healthy, and socially responsible cuisine for the whole university community.





GRADUATE CAMPUS DINING

	Community 25 Plan	Community 50 Plan
Residential Meal Swipes	25	50
Dining Dollars Declining Balance	\$50	\$100
Campus Center Meal Swipes	N/A	N/A
Renew During Semester	YES	YES
Available During Summer	YES	YES
Price Per Semester	\$430	\$825
Guest Meals	N/A	N/A
	NO	NO
Required	Available to all USC students who are not required to have a meal plan	Available to all USC students who are not required to have a meal plan

Any USC student may purchase a Dining Dollar Block of \$250 or \$500 Dining Dollars at a 10% discount at any time during the semester. Dining Dollar Blocks reset on the last day of the semester.

For details on our residential dining meal plans, visit <https://hospitality.usc.edu/residential-dining-meal-plans>

CAMPUS DIETITIAN

Food allergies, sensitivities, or religious restrictions? If you have a special diet or nutrition concerns, ensure that your semester starts off on the right foot by meeting with our registered dietitian.

Lindsey is the Registered Dietitian for USC Hospitality. With a culinary background in addition to her nutrition experience, Lindsey works diligently to help students and staff find the tastiest choices to fit all palates. She wants you to have the best possible quality ingredients, the best tasting food, and the most balanced nutrition while at USC!

Passionate about balanced nutrition, wellness and fitness, Lindsey is here to help you make healthy food choices, whether you have food allergies, follow a vegan/vegetarian lifestyle, or just need advice on how to navigate campus.

For more information, please visit: <https://hospitality.usc.edu/dietitian/>



We are pleased to offer three unique dining hall experiences. Our flexible meal plans allow participating students the option to dine in the hall of their choice. Their convenient locations throughout campus and diverse menus makes it easy for students to plan their meals around their busy schedules. All venues offer an all-you-care-to-eat style of service while dining in-person. Students on unlimited meal plans are allowed one Residential Dining TO-GO meal per day. Students with Dining Dollars or Campus Center Meal Swipes have the added benefit of expanding their dining options to USC Hospitality retail cafés.

			
HOURS OF OPERATION (SUBJECT TO CHANGE)	OPEN 7 DAYS A WEEK Breakfast: 7AM–11AM Lunch: 11AM–4PM Dinner: 4PM–10PM Saturday & Sunday Brunch: 9AM–4PM Saturday & Sunday Dinner: 4PM–10PM	OPEN 7 DAYS A WEEK Breakfast: 7AM–11AM Lunch: 11AM–4PM Dinner: 4PM–10PM Saturday & Sunday Brunch: 9AM–4PM Saturday & Sunday Dinner: 4PM–10PM	OPEN 7 DAYS A WEEK Breakfast: 7AM–11AM Lunch: 11AM–4PM Dinner: 4PM–10PM Saturday & Sunday Brunch: 9AM–4PM Saturday & Sunday Dinner: 4PM–10PM
SPRING BREAK	Open	Closed	Closed
CUISINE	REGIONAL AMERICAN CUISINE ACTION STATION (Street Taco Bar, Burger Bar, Poke Bowl Bar, etc.) Omelette & Breakfast Burrito Bar Burgers & Grill Items	INTERNATIONAL CUISINE ACTION STATION (Fajita Bar, Pho Bar, Pasta Bar, etc.) Daily Grill Specials (Rotating Hot Sandwiches and Fries) Omelette Bar	CALIFORNIA FRESH CUISINE 100% PLANT BASED STATION Made to Order Crepes Hand Scooped Ice Cream Expo Station (Ramen Bar, Caribbean Bowl Bar, Tostada Bar, etc.) Omelette Bar
All three dining halls feature composed salads, soups, cereals, muffins/pastries, desserts, and a variety of drinks including freshly brewed coffee, tea, juices, and Coca Cola branded beverages.			
All three dining halls participate in EcoMondays, in which all menus are red meat free. Proteins included are poultry, seafood, vegan and vegetarian options.			
Please check the online menus to see what is being served on the day of your visit: hospitality.usc.edu/residential-dining-menus/			
NUT & PEANUT SENSITIVE	NO	YES	NO
VEGAN & VEGETARIAN OPTIONS	YES	YES	YES
FOOD ALLERGY STATION	YES Gluten Awareness Zone (Requires registration & medical documentation)	YES Allergen Awareness Zone Does not use Top 8 allergens, gluten or sesame (Requires registration & medical documentation)	NO Special dietary students may order ahead for a separately prepared meal (Requires registration & medical documentation)
PIZZA	YES	YES	NO
NEARBY HOUSING	Birkrant, Marks Tower, New North, Pardee Tower	Parkside Arts & Humanities, Parkside Apartments, Parkside International Residential College	Webb Tower, McCarthy Honors, Cardinal Gardens Apartments, Century Apartments, Cale and Irani, Cowlings and Ilium, Nemirovsky and Bohnett, McMorow

Nearby retail shops, including those at the USC Village cater to the USC community and offer additional dining options within walking distance of campus. These venues are separate entities and do not accept the USCard (Dining Dollars or Discretionary).

USCARD ACCEPTED LOCATIONS

Meal Swipes

Residential Meal Swipes (Residential Dining Halls)



Campus Center Meal Swipes

(Special Combo Meals as part of the Cardinal Plan and Cardinal Flex Plan only)



Dining Dollars & Discretionary

May be used on any items sold at the following venues



Discretionary Only

University Park Campus

USC Bookstores

the **Lab**
gastropub

M c K A Y ' S

Rosso
ORO'S
PIZZERIA

Amy King Dudson-Berchold
University Club of USC

moretonfig
RESTAURANT • LOUNGE

USC Fuel Station

USC Hotel

USC Language Center

USC Libraries

USC Mail Stop

USC Pharmacies

USC Recreational Sports

USCard Services

USC Ticket Office

Engemann Student Health Center

Fine Arts Labs

Registrar's Office

Roski Labs

Select Print & Copy Locations

USC Transportation Gates

USC Village

Rock & Reilly's

Greenleaf

City Tacos

Verdugo Hills

Verdugo Hills Café

Verdugo Hills Gift Shop

Health Sciences Campus

USC Bookstores

USC Medical Plaza Pharmacy

HSC One Stop

- Mailing Services

- Ticket Office

- USCard Services

Keck Hospital of USC Cafeteria

Norris Hospital Gift Shop

Norris Image Enhancement

Norris Medical Library

Rainbow Café

Select Print & Copy Locations

Select USC Transportation Gates

Soto Gym

The Edmondson

University Hospital Gift Shop

To add funds to your USCard visit mycard.usc.edu

USC TRANSPORTATION

WE CAN GET YOU THERE!

USC Transportation is committed to providing efficient and sustainable mobility and parking options for over 30,000 USC staff, faculty, and students daily.

We operate convenient bus routes throughout the campus community and between campuses, manage over 15,000 campus parking spaces, and administer USC's Lyft Ride Program.

For the latest updates, news, and announcements, please visit:
<https://transnet.usc.edu/index.php/news-announcements>

If you have any questions, please contact USC Transportation directly via email at auxtrans@usc.edu

CAMPUS PARKING PERMITS

Are you planning to bring a car to campus? Most Fall semester parking permits are available for purchase online (specific USC Housing locations may not be available).

For guidance on how to set up a Transportation account and purchase a permit, please visit:
<https://transnet.usc.edu/index.php/how-to-purchase-a-permit-2/>

USC BUSES

USC Transportation provides an extensive network of free buses for students, staff, faculty, and university guests.

You can keep up to date with schedules or even track buses at
<https://transnet.usc.edu/index.php/bus-map-schedules/>

NEED A **lyft**

Night classes, study groups or late-night library visits are a normal part of the college experience. USC Students, faculty and staff now have access to free rides provided by Lyft. Visit our main website at: <https://transnet.usc.edu/> and use the top navigation bar to find our Lyft page.





USC BOOKSTORE

USC Bookstores carry a wide variety of products from course materials and computers to Trojan spirited clothing and everything you need to decorate your room or apartment.

USC students save a bundle with our highly competitive course materials rental program and used textbooks. Details available at <https://www.uscbookstore.com/textbooks>

STYLE YOUR ROOM

Don't lug bedding and towels cross-country (or even crosstown), pre-order from USC Bookstore's online pop up shop and your items will be available for you on move-in day.



TECHNOLOGY AT A DISCOUNT

CAMPUSCONNECT at USC Bookstore offers technology at reduced educational prices, including computers, tablets, accessories, and audio video equipment. We offer special educational pricing on a wide range of technology, including Apple, Dell and Microsoft computers.

Visit <https://www.uscbookstore.com/technology-campus> to check out our selection online.



USC Housing

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