

SANTA CLARA UNIVERSITY  
HOUSING AND RESIDENCE LIFE

# UNDERGRADUATE ON CAMPUS LIVING



## 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 Housing portal
- Select the top left drop down menu.
- Click "Room Inventory Inspection"
- Review the landing page information
- Start your inspection by clicking "Review"

**YOU MUST SUBMIT YOUR INSPECTION WITHIN  
72 HOURS OF CHECK IN**

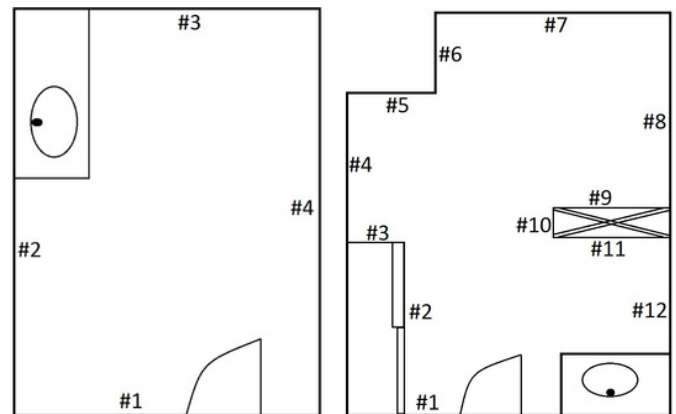
**ANY ITEMS NOT REVIEWED WILL BE  
CONSIDERED IN GOOD CONDITION**

## 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 the inspection, click "Save Review"

## 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 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

Emergencies that occur:

- **Monday - Friday from 8 am-5 pm:** report to Campus Safety at (408) 554-4441
- **After 5 pm, weekends, or holidays:** report to the Residence Life staff on duty in your residence hall



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

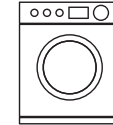
- File a work request online at <https://scu.edu/is/it>



## 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 **CSCP Pay 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.

# 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](mailto:access@scu.edu)

# LOCKOUT POLICY

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

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

Residents who check out VIP 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:

<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 Office reserves the right to increase the fine up to \$100 for lockouts performed during this period. Lockouts due to credential issues will not count towards your incremental total.

# 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 apps.

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.



# CSC SERVICEWORKS

For laundry machine issues in residence hall laundry rooms, except for University Villas: 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.



# 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 items from fire alarm pulls, fire extinguishers, smoke detectors, sprinklers, 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

# 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. By expecting students 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 cost will be shared by all residents of that living unit or section.** 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.

# 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.

# CONTACT US

**Campus Safety Non-Emergency (Lock Outs): 408-554-4441**

**Campus Safety Emergency: 408-554-4444**



**Housing Office: (408) 554-4900**  
**Benson Memorial Center, Room 212**



**\*Business Hours: Monday-Friday from 8:00 AM - 5:00 PM**