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HOUSC

WELCOME HOME







Dear USC Housing Resident,

Fall 2022 Move-In will be an exciting experience for the university and residents. In order to create an efficient and uncrowded process, Move-In will occur over multiple days: Monday, August 15 through Wednesday, August 17. Residents of McCarthy Honors College may check-in Saturday, August 13 through Monday, August 15. Additionally, residents will be required to schedule a move-in appointment prior to their arrival. See page 3 for more details.

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 pages 10-11 of this guide.





Move-In Appointments

For everyone's convenience, health and safety, we must limit the number of people at each facility each day of the Move-In period. Before you arrive you will need to schedule a move-in appointment at the USC Housing portal housingapp.usc.edu. Residents arriving without a confirmed appointment may be denied access or be subject to extended wait times.

Parking and Unloading

USC campus area traffic will be very busy during Fall Move-In.

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 during the Move-In period.

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

All of USC's on-campus residence halls, suites and apartment buildings have elevators, with the exception of New North Residential College. Please expect elevators to be busy and be patient. At New North, be prepared for multiple stairway trips and plan accordingly.

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.







When is Check-In?

Check-In will take place Monday, August 15 through Wednesday, August 17. Residents of McCarthy Honors College (only) may check in on Saturday, August 13 through Monday, August 15. You will need to set up an appointment time for move-in.

What if I can't Check-In on those days?

Early arrival is not possible. You may not check in earlier than your scheduled appointment time. If you need to arrive after August 17, please contact your Customer Service Center (CSC) by e-mail as soon as possible and follow up by phone to make arrangements.

Where do I go to Check-In?

Check-in will take place at the Customer Service Center for your assigned building or other designated location. Please see pages 12-13 for a complete list.

For the USC Village buildings, check-in will begin at the USC Housing tent located under the bridge at the northeast corner of the McCarthy Residential College.

What furnishings are provided?

Every USC housing facility is fully furnished. Most residents can expect an extra long twin bed (36" X 80"), a desk, a desk chair, dresser drawers and closet space. With the exception of the two bedroom loft units in University Village, which do not have a living room or a full kitchen, apartments are also furnished with living room and dining room furniture, and kitchen appliances (stove/oven and refrigerator). Suite style units are furnished with living room furniture, which varies by building. Residence hall rooms have a microwave/fridge combination unit. 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 Check-In?

Please bring photo identification (USC student ID, driver's license, etc.) with you to Check-In. If assigned to an on-campus building you will be required to register through our biometric system for access.

Will there be moving assistance at Check-In?

Unfortunately we don't have the staff to assist with move 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.

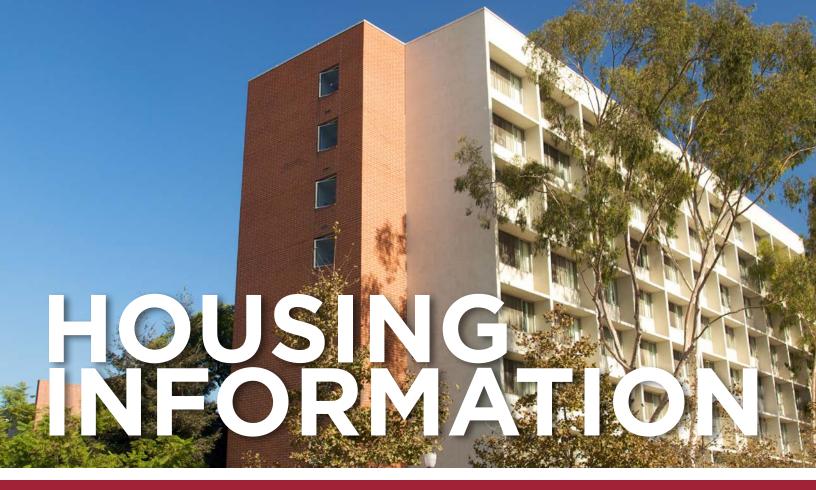
Can I have a visitor or family member stay with me during Check-In week?

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 22.

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 Check-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.





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. If you need a phone line in your residence you will need to contact Housing Maintenance to have one installed; monthly charges will apply. Hallway phones have been installed throughout all facilities for emergency and campus calls.

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, as well as HBO and Showtime. A complete listing of the available channels can be found on the Housing website. To connect to the system, you will need a cable-ready TV with a "QAM" tuner and a coaxial cord.

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!

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.

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 major credit cards or 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.

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. You may wish to consider insurance.

One option is Grad Guard. For more information visit

www.gradguard.com.





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 A.M. TO 5 P.M. Monday through Friday E-mail: housing@usc.edu Website: housing.usc.edu

USC Housing Services

(McCarthy Way Parking Structure between New Residential College and Pardee Tower)

University Park Campus Centers (90089 zip code)

Arts & Humanities Residential College Customer Service Center

Address: 920 W. 37th Pl. Phone: (213) 740-8860 Fax: (213) 740-4196

E-mail: mailprb@usc.edu

Buildings Served:

• Arts & Humanities Residential College, 920 W. 37th Pl.

International Residential College at Parkside Customer Service Center

Address: 3771 McClintock Avenue

Phone: (213) 740-1941 Fax: (213) 740-3454

E-mail: mailpks@usc.edu

Buildings Served:

- International Residential College, 3771 McClintock Ave
- Parkside Apartments, 3730 McClintock Ave

New Residential College Customer Service Center

Address: 635 McCarthy Way Phone: (213) 740-1492 Fax: (213) 740-3381

E-mail: mailevk@usc.edu

Buildings Served:

- Birnkrant Residential College, 642 W. 34th St.
- New North Residential College, 635 McCarthy Way
- University Gateway, 3335 S. Figueroa St.

Pardee Customer Service Center

Address: 614 Hellman Way Phone: (213) 740-3626 Fax: (213) 740-3343

E-mail: mailptd@usc.edu

Buildings Served:

- Pardee Tower, 614 Hellman Way
- Marks Tower, 612 Hellman Way

North University Park Campus Centers (90007 zip code)

Cardinal Gardens Customer Service Center

Address: 3131 McClintock Avenue

Phone: (213) 740-3500 E-mail: mailcar@usc.edu

Buildings Served:

- Cardinal Gardens, 3131 McClintock Ave.
- McClintock Apartments, 1076 and 1082 W. 30th St.
- Webb Tower, 1015 W. 34th St.

Century Customer Service Center

Address: 3115 Orchard Street Phone: (213) 821-8400 Fax: (213) 821-8422

E-mail: mailcap@usc.edu

Buildings Served:

- Century, 3115 Orchard St.
- La Sorbonne, 1170 W. 31st 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.

Troy Customer Service Center

Address 3025 Royal Street Phone: (213) 740-8585 Fax: (213) 743-1877

E-mail: mailtrh@usc.edu

Buildings Served:

- Cardinal 'N Gold, 737 W. 30th St.
- Troy Hall, 3025 Royal Street



USC Village Centers

(90089 zip code)

Cale and Irani Residential College **Customer Service Center**

Address: 929 W. Jefferson Boulevard

Phone: (213) 764-7906 E-mail: mailUVS@usc.edu

Buildings Served:

• Cale and Irani Residential College

Cowlings and Ilium Residential College **Customer Service Center**

Address: 3131 S. Hoover Street

Phone: (213) 764-7909 E-mail: mailUVN@usc.edu

Buildings Served:

• Cowlings and Ilium Residential College

McCarthy Honors College Customer Service Center

Address: 3096 McClintock Avenue

Phone: (213) 764-7904 E-mail: mailUVF@usc.edu

Buildings Served:

• McCarthy Honors College

McMorrow Residential College **Customer Service Center**

Address: 835 W. Jefferson Boulevard

Phone: (213) 764-7907 E-mail: mailUVV@usc.edu

Buildings Served:

• McMorrow Residential College

Nemirovsky and Bohnett Residential **College Customer Service Center**

Address: 3201 S. Hoover Street

Phone: (213) 764-7908 E-mail: mailUVE@usc.edu

Buildings Served:

• Nemirovsky and Bohnett Residential College

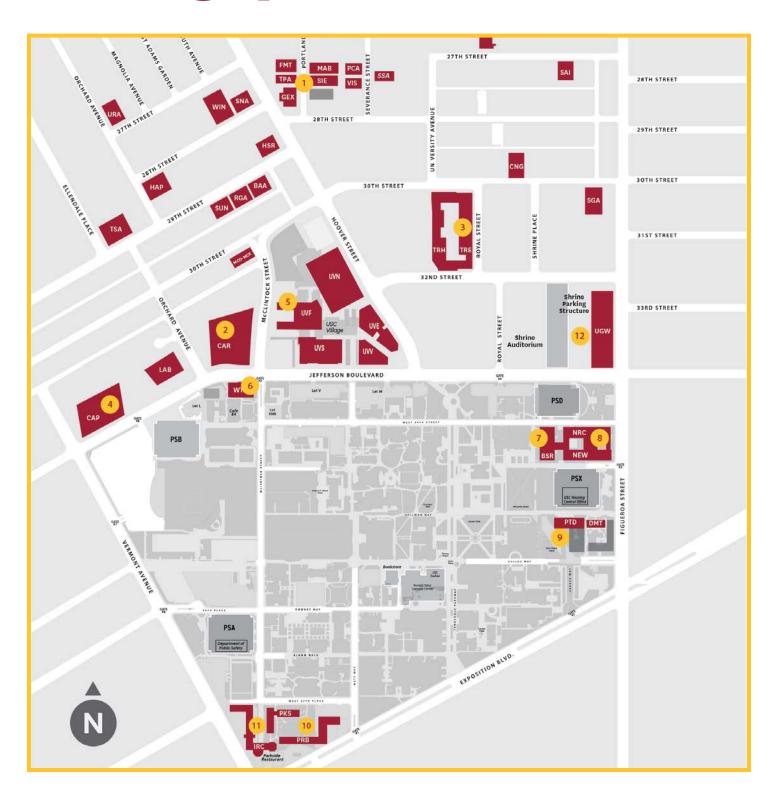




The Check-In location during the appointment times for your assignment is listed below and can be found on the map on the opposite page by its number. Check-In outside of your appointment time will be at the CSC for your assignment.

IF YOUR HOUSING ASSIGNMENT IS FOR:	THEN YOU SHOULD CHECK IN AT:	LOCATION ON MAP
Annenberg House	Sierra Customer Service Center (SIE) 2638 Portland Street	1
Cardinal Gardens • McClintock Apts	Cardinal Gardens Customer Service Center 3131 McClintock Avenue	2
Cardinal 'N Gold • Troy Hall	Troy Customer Service Center (TRE) 3025 Royal Street	3
Century • La Sorbonne	Century Customer Service Center (CAP) 3115 S. Orchard St.	4
McCarthy Honors College Cale and Irani RC • McMorrow RC Nemirovksy and Bohnett RC Cowlings and Ilium RC	All USC Village (UVE, UVF, UVN, UVS and UVV) residents will check-in in the driveway area behind McCarthy Honors College 3096 McClintock Avenue	5
Webb Tower	Webb Tower (WTO) 1015 W. 34th St	6
Birnkrant Residential College	Birnkrant Residential College Lobby (BSR) 642 W. 34th St.	7
New North Residential College	New/North Courtyard 635 USC McCarthy Way	8
Marks Tower • Pardee Tower	Marks Hall Front Lawn (DXM) 631 Childs Ways	9
Arts & Humanities Residential College	Arts & Humanities Residential College (PRB) 920 W. 37th Place	10
International Residential College Parkside Apartments	International RC at Parkside (IRC) 3771 McClintock Avenue	11
University Gateway	Residents will check-in in the alley west of Univerity Gateway Apartments 3335 S. Figueroa St.	12

MOVE-IN MAP



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.









Students will automatically be enrolled in a default Meal Plan through the USC Housing contracting process. Following this process, students who would like to upgrade to another meal plan may do so online via the USCard Services website at https://mycard.usc.edu/. If a meal plan is upgraded during the Fall Semester, that upgrade will apply to the Spring Semester as well, unless otherwise notified. All meal plan changes must be submitted by August 26, 2022 for fall 2022 and January 18, 2023 for spring 2023.

	Cardinal Plan	Cardinal Flex Plan	Gold Plan	Trojan Plan	Apartment Plan	Community 25 Plan	Community 50 Plan
Residential Meal Swipes	UNLIMITED	UNLIMITED	UNLIMITED	N/A	40	25	50
Dining Dollars Declining Balance	N/A	N/A	\$500	\$3,955	\$150	\$50	\$100
Campus Center Meal Swipes	2 PER WEEK	50	N/A	N/A	N/A	N/A	N/A
Renew During Semester	NOT NECESSARY	NECESSARY	NOT NECESSARY	NOT NECESSARY	YES	YES	YES
Available During Summer	NO	NO	NO	NO	NO	YES	YES
Price Per Semester	\$3,465	\$3,715	\$3,865	\$3,955	\$755	\$417	\$790
Guest Meals	7	7	7	N/A	N/A	N/A	N/A
	YES			YES	NO	NO	
Required	Freshmen with a USC Housing contract and sophomores, juniors and seniors living in USC Housing Residence Halls and Suites			Sophomores, juniors, and seniors living in USC Housing Apartments	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	

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

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. Students with Dining Dollars or Campus Center Meal Swipes have the added benefit of expanding their dining options to USC Hospitality retail cafés.

	everybody's	Parkside	USC VILLAGE DINING HALL
HOURS OF OPERATION (SUBJECT TO CHANGE)	OPEN 7 DAYS A WEEK Breakfast: 7AM-10:30AM Lunch: 11AM-4PM Dinner: 4PM-10PM Saturday & Sunday Brunch: 9AM-4PM Saturday & Sunday Dinner: 4PM-10PM	OPEN 7 DAYS A WEEK Breakfast: 7AM-10:30AM Lunch: 11AM-4PM Dinner: 4PM-10PM Saturday & Sunday Brunch: 9AM-4PM Saturday & Sunday Dinner: 4PM-10PM	OPEN 7 DAYS A WEEK Breakfast: 7AM-10:30AM Lunch: 11AM-4PM Dinner: 4PM-10PM Saturday & Sunday Brunch: 9AM-4PM Saturday & Sunday Dinner: 4PM-10PM
SPRING BREAK	Closed	Open	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

All three dining halls will be participating in EcoMondays on a rotating basis. One hall's menu will be entirely comprised of cooked-from-scratch meatless recipes. If you prefer to eat meat, animal protein will be served at the other two dining halls on that day.

Please check the online menus to see which venue is participating in EcoMondays for 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	Birnkrant, 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, McMorrow	

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).



FEELING SICK?

The food can come to you!



If you are unable to leave your room for health reasons, B.R.A.T.S. Meals (bananas, rice, applesauce, toast & soup) are available to all students participating in the USC Hospitality Meal Plan program AND living in USC Housing locations. We will coordinate to have a B.R.A.T.S. Meal packaged and delivered to the customer service desk in your building.



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.

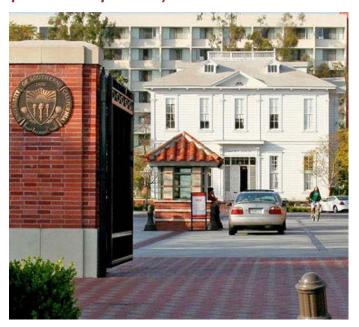
For the latest updates, news, and announcements, please visit: https://transnet.usc.edu/index.php/ news-announcements



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-topurchase-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/about-usc-buses/



NEED A LUR

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 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

620 McCarthy Way Los Angeles, CA 90089-1332

Phone: (213) 740-2546

Fax: (213) 740-8488

E-Mail: housing@usc.edu

housing.usc.edu