

USC Housing

Fall 2024 Undergraduate

ARRIVAL GUIDE



University of Southern California

Welcome to USC!



ABOVE

Cardinal Gardens is an apartment complex with townhouse-style buildings all connected by tree-lined walkways and surrounding a large courtyard.

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A LETTER FROM USC HOUSING

Welcome to Your New Home!

Dear USC Housing Resident,

Fall 2024 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 19** through **Wednesday, August 21**. Residents of McCarthy Honors College may check in **Saturday, August 17** and **Sunday, August 18**.

All residents will be required to schedule a Move-In appointment prior to their arrival. See page 4 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 9–11 of this guide.

We look forward to seeing you when you arrive!

Sincerely,
USC Housing



Moving In

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.



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 & E-bikes

Per university policy, these items are not allowed in housing facilities.

Common Questions

When is Check-In?

Check-In will take place **Monday, August 19** through **Wednesday, August 21**. Residents of McCarthy Honors College (only) may check in on **Saturday, August 17** and **Sunday, August 18**. You will need to set up an appointment time for move-in.

What if I can't arrive 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 21**, 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 for Check-In?

Check-In is held at the Customer Service Center for your assigned building or other designated location. Please see pages 13–14 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 do I need for 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.

What furnishings are provided?

Every USC Housing facility is fully furnished. Most residents can expect an extra long twin bed (36" × 80"), a desk, a desk chair, dresser drawers and closet space. With the exception of the two bedroom loft units in USC 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).

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.



USC Housing is always there to help answer the most important questions.

Can I bring a pet with me?

Pets are not allowed in USC 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 26**.

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.

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 smartphones. Residents will need to provide their own detergent and other laundry products.

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.

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.

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.

Customer Service Centers are your primary information sources!



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.

USC Housing Services Central Customer Service Center

Address: 620 McCarthy Way
McCarthy Way Parking Structure

Phone: (213) 740-2546 | (800) 872-4632

Hours: 8:30am to 5pm (Mon–Fri)

Email: housing@usc.edu

Website: housing.usc.edu

University Park Campus Centers

■ 90089 ZIP Code

Arts & Humanities Residential College Customer Service Center

Address: 920 W. 37th Pl.

Phone: (213) 740-8860

Email: mailprb@usc.edu

Buildings Served:

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

International Residential College at Parkside Customer Service Center

Address: 3771 McClintock Ave.

Phone: (213) 740-1941

Email: 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

Email: 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

Email: 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 Ave.

Phone: (213) 740-3500

Email: 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 St.

Phone: (213) 821-8400

Email: mailcap@usc.edu

Buildings Served:

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

Sierra Customer Service Center

Address: 2638 Portland St.

Phone: (213) 740-7400

Email: mailfsa@usc.edu

Buildings Served:

- Annenberg, 711 W. 27th St.

Troy Customer Service Center

Address: 3025 Royal St.

Phone: (213) 740-8585

Email: mailtrh@usc.edu

Buildings Served:

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



USC Village Centers

■ 90089 ZIP Code

Cale and Irani Residential College Customer Service Center

Address: 929 W. Jefferson Blvd.

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 St.

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 Ave.

Phone: (213) 764-7904

E-mail: mailUVF@usc.edu

Buildings Served:

- McCarthy Honors College

McMorrow Residential College Customer Service Center

Address: 835 W. Jefferson Blvd.

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 St.

Phone: (213) 764-7908

E-mail: mailUVE@usc.edu

Buildings Served:

- Nemirovsky and Bohnett Residential College

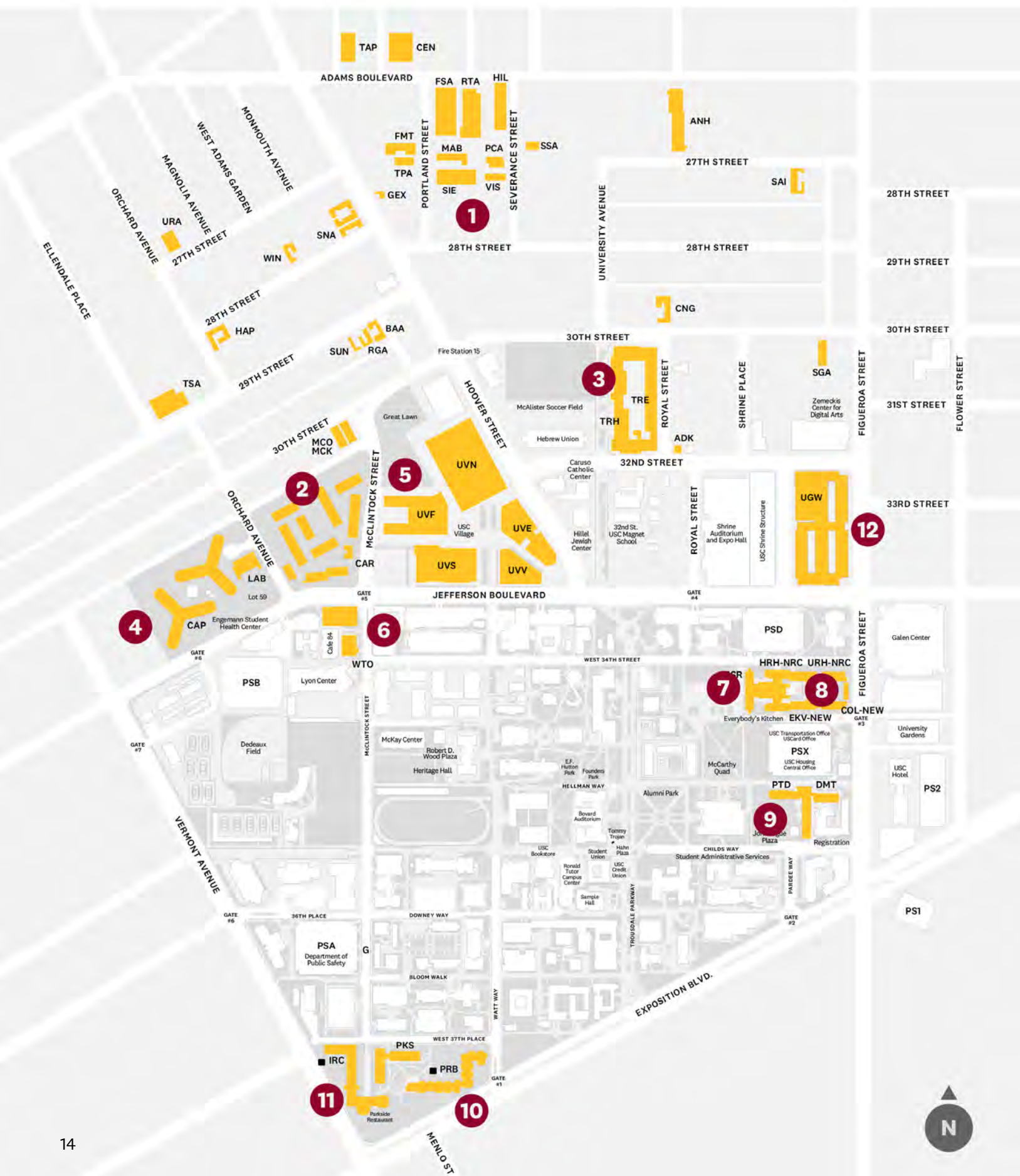


Check-In Locations

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:	MAP LOCATION
Annenberg	Sierra Customer Service Center (SIE) 2638 Portland St.	1
Cardinal Gardens • McClintock Apts.	Cardinal Gardens Customer Service Center 3131 McClintock Ave.	2
Cardinal 'N Gold • Troy Hall	Troy Customer Service Center (TRE) 3025 Royal St.	3
Century • La Sorbonne	Century Customer Service Center (CAP) 3115 S. Orchard St.	4
McCarthy Honors College Cale and Irani RC • McMorrow RC Nemirovsky 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 Ave.	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	Pardee Lawn (PTD) 614 Hellman Way	9
Arts & Humanities Residential College	Arts & Humanities Residential College (PRB) 920 W. 37th Pl.	10
International Residential College Parkside Apartments	International RC at Parkside (IRC) 3771 McClintock Ave.	11
University Gateway	Residents will check-in in the alley west of University 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.

MEALS FOR ALL

Residential Dining & Meal Plans

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 **September 3, 2024** for Fall 2024 and **January 23, 2025** for Spring 2025.

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



Fall 2024

	Cardinal Plan	Trojan Plan	Apartment Plan	Community 25 Plan	Community 50 Plan
Residential Meal Swipes	Unlimited	60	40	25	50
Dining Dollars Declining Balance	N/A	\$4,385	\$150	\$50	\$100
Campus Center Meal Swipes	2 Per Week	N/A	N/A	N/A	N/A
Renew During Semester	Not Necessary	Not Necessary	Yes	Yes	Yes
Available During Summer	No	No	No	Yes	Yes
Price Per Semester	\$3,830	\$4,385	\$835	\$450	\$865
Guest Meals	7	N/A	N/A	N/A	N/A
Required	Yes		Yes	No	
	Freshman 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	
Note	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.				

Flexible 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. 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.

	Everybody's Kitchen	Parkside	USC Village Dining Hall
Hours of Operation*	Open 7 Days a Week	Open 7 Days a Week	Open 7 Days a Week
Breakfast	7am–11am	7am–11am	7am–11am
Lunch	11am–4pm	11am–4pm	11am–4pm
Dinner	4pm–10pm	4pm– 0pm	4pm–10pm
Saturday & Sunday Brunch	9am–4pm	9am–4pm	9am–4pm
Saturday & Sunday Dinner	4pm–10pm	4pm–10pm	4pm–10pm
Spring Break	Closed	Closed	Open
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
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
Note	*Hours of Operation are subject to change. 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. 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 most do not accept the USCard (Dining Dollars or Discretionary).		

FOR BALANCED NUTRITION

Meet the 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.

For more information, please visit:
<https://hospitality.usc.edu/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 dining options.

SPECIAL MEAL DELIVERIES

Under the Weather?

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.



BANANAS

RICE



APPLE SAUCE



TOAST



SOUP





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

Latest News & Announcements:

<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).

How to Set Up an Account & Purchase a Permit:

<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.

Check Out Schedules & Track Buses:

<https://transnet.usc.edu/index.php/bus-map-schedules>

Student U-Pass Program

USC Transportation has partnered with LA Metro to offer the U-Pass program, available free to all students. With U-Pass, you can enjoy unlimited travel on all LA Metro buses, trains, and partner organizations.

Learn More and Apply:

<https://transnet.usc.edu/index.php/student-u-pass>

Questions? Email us at auxtrans@usc.edu



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

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

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.

ADDRESS

620 McCarthy Way,
Los Angeles, CA 90089-1332

PHONE

(213) 740-2546

EMAIL

housing@usc.edu

WEBSITE

housing.usc.edu

