SF State Housing
MOVE-IN DAY Frequently Asked Questions-Fall 2017

Many of the questions here and more can be answered by reading the Move-In Day website at:
http://housing.sfsu.edu/content/move-day

How to Check In on Saturday, August 19 and Sunday, August 20
Students must show State I.D or SFSU Identification Card and their “Boarding Pass” to process their check-in.

Check-in Locations
❖ First Year Students 8/19 During Move In Business Hours 9 AM – 5:30pm:
The Annex I  http://www.sfsu.edu/newlibrary/gettingthere.html

After hours:
TCS/TJS/UPN/UPS: TCS front desk
VCS: VCS front desk
MWH: MWH front desk
MPH: MPH front desk

❖ Returning Residents 8/20 UPS & UPN 9 am to 4 pm Sunday Hours:
University Park Communities locations
➢ 1703 Holloway for UPS
➢ 21 Buckingham Way for UPN

After hours:
TCS front desk

Express Unloading and Parking Lot 20 Rooftop
Saturday, August 19, first time students Express Unloading
EVERYONE STARTS AT ANNEX 1

❖ Step 1 Start on North State Drive. (In Google Maps type Annex 1 San Francisco State University )
❖ Step 2 Vehicle drops-off in front of the Annex 1
❖ Step 3 Student brings printed or mobile boarding pass inside Annex 1 to get checked in and obtain keys
❖ Step 4 Student/family move vehicle into Parking Garage (Google map parking garage San Francisco State University) and wait for student.

STUDENTS ASSIGNED into Mary Ward and Mary Park Halls, Towers at Centennial Square, Village at Centennial Square:

❖ Step 5 Drive to roof level of Parking Garage for short term parking
❖ Step 6 Show keys and meet a SF State volunteer to unload items into a SF State cart or a rented hand truck
❖ Step 7 Student/family and volunteer proceed to assigned building
❖ Step 8 Student/family move vehicle to lower levels of garage for long term parking

STUDENTS ASSIGNED into UPN and UPS:

❖ Step 5 Vehicle exits garage and drive westbound on State Drive
❖ Step 6 At intersection of Lake Merced and State Drive, Student/Family make a right turn to University Park North, or left turn to University Park South
Step 7 Student/Family drive to assigned address. UPS and UPN parking may be available on public street. All street posted signs are enforced by SFMTA (San Francisco Municipal Transportation Authority). SF State does not take responsibility for vehicle parked in violation of SFMTA street parking signage.

Sunday, August 20, returning residents Parking:

- Step 1 Locate check-in location for UPS and/or UPN on Google map:
  
  UPS check-in location 1703 Holloway Avenue, San Francisco, CA 94132
  UPN check-in location 21 Buckingham Way, San Francisco, CA 94132

- Step 2 Student brings printed or mobile boarding pass to get checked in and obtain keys
- Step 3 Student/Family drive to assigned address.
- UPS and UPN parking may be available on Public Street. All street posted signs are enforced by SFMTA (San Francisco Municipal Transportation Authority). SF State does not take responsibility for vehicle parked in violation of SFMTA street parking signage.

Moving Bins & Hand-trucks
Moving Bins and dollies are available at the lot 20 rooftop.
- SF State student identification card required in exchange for the two-wheel hand-truck.
- Four-wheel bins must be checked with a volunteer that will escort the student and the bin to retrieve and deliver the student personal items to their dorm room.

Please note: Hand Trucks are available on a limited basis, residents are encouraged to bring their own.

Housing Office and Cashiers’ Window
The University Housing Business Office (HBO) and Housing Cashiers’ Window are located at the front of Mary Ward Hall, 800 Font Blvd.
Access is from Font Blvd side.
- The Office will be open 9am to 6pm on Move-In Day, Saturday, August 19, 2017.
- The Housing Office is closed on Sunday, August 20th.
- Regular business hours are 9am to 5pm Monday through Friday.
- HBO Cashiers’ window is open 9am to 5pm Monday through Friday.

SFSU Fall Move In 2017 Dining Services Information

Saturday, August 19:

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
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<tbody>
<tr>
<td>Coffee and Tea</td>
<td>8am – 10am</td>
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<tr>
<td>Continental Breakfast</td>
<td>7am to 10am in DC</td>
</tr>
<tr>
<td>Welcome Home BBQ-West Campus Green</td>
<td>11 to 2PM (DC Closed for lunch)</td>
</tr>
<tr>
<td>City Eats Dinner</td>
<td>5 to 8:00PM</td>
</tr>
<tr>
<td>Café in the Park</td>
<td>Closed</td>
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<tr>
<td>Bricks</td>
<td>Closed</td>
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</tbody>
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Sunday, August 20:

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>Brunch</td>
<td>10 to 2PM</td>
</tr>
<tr>
<td>Afternoon meal</td>
<td>2 to 5PM</td>
</tr>
<tr>
<td>City Eats</td>
<td>5 to 8PM</td>
</tr>
<tr>
<td>Bricks</td>
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<tr>
<td>Café in the Park</td>
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</tbody>
</table>

Monday, August 21:
Breakfast 7 to 11AM
Lunch @ West Campus Green 12 to 2:30PM
“Taste of SF State”
Student Carnival dinner served at West Campus Green 6 to 8:30PM
Bricks Closed
Café in the Park Closed

Regular Hours for AY 17-18 starting Tuesday, August 22

City Eats
Breakfast (M-F) 7am-11am
Brunch (Sat-Sun) 10am-2pm
Lunch (M-F) 11am-2pm
Afternoon (M-Sun) 2pm-5pm
Dinner (M-Sun) 5pm-8pm

Café in the Park
Monday-Friday 7am-2pm
Weekends Closed

Bricks
Monday – Sunday 5pm-12am

Meal Plan Changes

- Online portal process. Visit housing.sfsu.edu
- Last day to decrease for Fall: Monday, August 28, 2017 at 5pm.
- Students may increase their meal plan at any time during the semester.
- Only one change allowed per semester
- Students may change their meal plans on Move-In day.

One-Card
Students need their SF State ID card (OR State ID) to check in, and to enter buildings. Students may acquire their SF State Student I.D at the OneCard Office.

- OneCard Office will open 9am to 4pm on Move-In Day, August 19, 2017.
- One Card Office will be open its regular office hours of 9am – 5pm.

Internet Access
UPS – 415 405-2272 / ppd-tech@sfsu.edu
UPN – Apogee 1 888-478-8864
Unfurnished – Resident must setup internet and cable on their own and contact company directly if issues arise.
Residence Halls, Towers, Jr. Suites, and Village – Apogee 1 888 – 478-8864

Nearby Shopping
Stonestown Galleria Mall
3251 20th Ave
San Francisco, CA 94132
415-759-2626

SF State Bookstore: Please visit bookstore website www.sfsu.bkstr.com or call 415 338-2665 for Move-In week.

Banks/ATMs
ATMs on campus: Bank of America, Wells Fargo, Chase located in the Cesar Chavez Student Center
Banks: Bank of America (Stonestown and Lucky’s at Lakeshore), Wells Fargo (Stonestown), Chase and Citibank at West Portal.
US Bank on campus in Village at Centennial Square C

Care Packages
Students will receive an email from rhaboard@sfsu.edu with more information regarding care packages.

Maintenance
- Fill out your Room Condition Form as completely as possible
- Call 415-405-0579 or email rpm@sfsu.edu or complete the online service request form at: http://housing.sfsu.edu/content/service-request-form
- Maintenance will have a table in front of Towers Jr. Suites from 9-5pm

Temporary Keys
A temporary key is a key that is loaned to you for no more than 72 hours. A temporary key is only available if you do not have access to your original keys received at move in. If your temporary key is not returned to the desk within 72 hours of the time you checked it out, an automatic lock change may be initiated for security purposes and $50.00 will be charged to you.

We will change the key cores in your room door and mailbox (Mary Park and Ward residents only), and will notify you and your roommate(s) to pick up the new keys at the Resident Services Community desk.

Lost keys and lockouts

Lost Keys
Step 1: If you lose your original room key received at move in, proceed to the Community Front Desk of your assigned building
Step 2: Request a temporary key. The temporary key is loaned to you for no more than 72 hours
Step 3: Return the temporary key to the community desk within 72 hours of the time you checked it out.

NOTE: If temporary key is not returned within 72 hours, an automatic lock change may be initiated for security purposes and $50.00 will be charged to your housing account. In that case key cores to your room door and mailbox will be changed (Mary Park and Ward residents only). You and your roommate(s) will be notified to pick up new keys at the Resident Services Community desk.

Lock outs
Step 1: If you lock yourself out of your room or apartment, or lost your apartment key, you may request access to your space from the Community Front Desk.
Step 2: Show identification. To ensure only you and your roommate(s) have access to your apartment when locked out, Resident Services will verify your identification and room number prior to providing access to your space.
Step 3: Be patient. You will be assisted within a time frame that is reasonable, but you must be prepared to wait for available staff. Resident Services Assistants do not have access to individual room/suite/apartment keys.

NOTE: residents are provided ONE courtesy lockout per academic semester. Any subsequent lockouts will be deemed excessive, and for safety and security reasons, may warrant a lock change, which will be charged to the resident at a cost of $50.00 per lock change. If you have requested an excessive number of lockout keys, you and your roommate may be required to verify possession of your room keys. Excessive lockouts may necessitate a meeting with the Area Coordinator for Resident Services due to the increased security risk to the community.
Renters Insurance
The HBO recommends that Students obtain renter’s insurance. Students who decline to purchase personal liability insurance through the housing portal may obtain renter’s insurance through their own family provider or seek their own provider independently.

Important #’s to know
Housing Office  415 338-6219
Cashier Window  415 338-86121
Service Desk  415 405-0579
Resnet  415 405-2272

Area Coordinators
Katie Koho, Resident Services
(415) 405-4458 /kkoho@sfsu.edu

Jonathan Gomez Mary Ward & Park Halls  Park Lounge Office
(415) 338-7024 /jonathangomez@sfsu.edu

Jayme Brunner, Towers Apts. & Jr. Suites
(415) 405-9378 /jaybru@sfsu.edu

Jack Korpob, Village @ Centennial Square
(415) 405-8008 /p korpob@sfsu.edu

Jorge Sierra, University Park North  21 Buckingham Office
(415) 682-2125 /jsier@sfsu.edu

Vacant Area Coordinator, University Park South  1703 Holloway Office
(415) 859-5726

Buildings
Mary Ward Hall
415 406-5703

Mary Park Hall
415 406-5702

Towers
415 405-9360

Jr. Suites
415 405-9350

Village
415 405-8000

UPN
415 682-2122

UPS
415 859-5926