

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:

Coffee and Tea	8am – 10am
Continental Breakfast	7am to 10am in DC
Welcome Home BBQ- <i>West Campus Green</i>	11 to 2PM (<i>DC Closed for lunch</i>)
City Eats Dinner	5 to 8:00PM
<i>Café in the Park</i>	Closed
<i>Bricks</i>	Closed

Sunday, August 20:

Brunch	10 to 2PM
Afternoon meal	2 to 5PM
City Eats	5 to 8PM
<i>Bricks</i>	Closed
<i>Café in the Park</i>	Closed

Monday, August 21:

Breakfast	7 to 11AM
Lunch @ West Campus Green "Taste of SF State"	12 to 2:30PM
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

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

Jack Korpob, Village @ Centennial Square
(415) 405-8008 / pkorpob@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