

# WELCOME!

Living on campus provides many great experiences like making new friends, facing new challenges and developing memories that last a lifetime. We are excited to have you as a part of our community and look forward to making memories with you this year! If you have any questions or concerns, please let us know so we can help!

## Roompack

Roompack is the online portal we use to communicate with each other. Think of it like a social hub, like Facebook, but more exclusive and useful! Through Roompack you can communicate with Res Life staff, complete housing documents and forms, find important info, and connect with other residents! Check your CSU email for an invitation from Roompack with your login information (be sure to check your spam/junk folder if you cannot find it). You can also have the invitation resent by visiting [roompack.com](http://roompack.com). Use your CSU email to login and click "forgot password" to generate an email to reset your password.

## Housing Requirements

**Minimum Hour Requirements:** Students must be enrolled in a minimum of 12 hours to live on campus.

**Age Requirements:** All full-time, dependent, undergraduate students under 20 years of age are required to live on campus. You must reach the age of 20 prior to the start of a major semester to reside off campus.

**Exceptions:** Students may reside with their parents, grandparents or relatives of a reasonable parental age in the Charleston area. Students who have lived in the residence halls for four consecutive major semesters, but who still have not reached 20 years of age may be considered for an exception. These are the only exceptions that will be considered, and other requests that do not meet the above criteria will not be approved. Failure to follow this policy will result in the student being billed for the cost of the room and board.

## Healthcare

Resident Students can visit Trident Family Health (across from campus) for sickness, physicals, immunizations, women's health, chronic care management, sprains and strains. Under the CSU's plan, all resident students receive one visit free per semester. Each additional visit is \$65. Same-day and walk-in appointments are available or can be scheduled online at [tridentfamilyhealth.com](http://tridentfamilyhealth.com) or by phone at 843-572-8277.

Trident Family Health - 9228 Medical Plaza Drive, Charleston, SC 29406

Residents are encouraged to report any illness to the Resident Assistant (RA). Under no circumstances should a student remain in their room ill without notifying someone. Students should coordinate a "sick buddy" that can assist with running to the store for juice, over-the-counter medications and occasionally checking on the sick friend. The Office of Residence Life strives to maintain a healthy environment for residents and will assist students in receiving medical attention should it be required.



## RESIDENCE LIFE

**Our mission is to create a community that honors God and enables students to thrive.**

## OUR BIG FIVE

- Jesus
- Neighbor
- Community
- Discipleship
- Accountability

## Residence Life Office

Office: Russell West 1st Floor

Phone: 843-863-7190

[charlestonsouthern.edu/reslife](http://charlestonsouthern.edu/reslife)

## Campus Security

Office: Russell West 1st Floor - Open 24/7

Mobile: 843-553-5896 or 843-863-7105

Campus Phone: 2020 Text: 843-371-8445

## Need To Know

**Housing Deposit:** The \$100 housing deposit each semester is non-refundable.

**Check In / Check Out:** You must check-in with Residence Life at the designated time and receive a key and fob (if applicable). Improper check-in will result in a \$100 fine. You must check-out of your room with your RA within 24 hours of your last exam. There is a \$100 fine for improper check-outs, plus a missing key and fob charge will be imposed.

**Lost Keys/Fobs:** A lost key fee is \$75; lost fobs are \$25.

**Changing Rooms:** You must stay in your assigned room. Residents from other rooms should not stay in any other room than their assigned room. You may request to change rooms through the room change request form online after the first week of school and prior to the last three weeks of the semester. You may not change rooms without prior permission from your Residence Life Coordinator (RLC).

**Room Condition Reports :** RCRs should be completed through Roompack within 48 hours of moving into a new space.

**Roommate Agreements** should be completed with your roommate(s) through Roompack within the first two weeks of class and a week of moving into a new space.

**Community Meetings** are held on the first Tuesday of each month with your RA.

**Health and Wellness Checks :** Your RA will conduct a health and wellness check every other week. Additional inspections are conducted as needed. Penalties are first: warning and reinspection within 24 hours; second: \$25 fine with more frequent inspections.

**Lock Your Doors and Windows:** Please lock your room door and bathroom door at all times. Close and lock your windows when not in the room. Blinds should be closed after dark. CSU is not responsible for items stolen, lost or damaged from your rooms or vehicles. You are encouraged to purchase your own property policy to ensure your items are covered.

**Furniture:** Do not disassemble furniture. For furniture assistance email [reslife@csuniv.edu](mailto:reslife@csuniv.edu)

**Heating and Air:** Air conditioning and heat should remain at a normal level. Setting the thermostat to high or low temperatures will cause the unit to freeze up and break. Normal for AC is 68-70 degrees and heat is 74-76 degrees.

The Quads are furnished with dehumidifiers. Please empty the removable buckets to ensure continuous operation. Also, clean the washable filter at least monthly. For assistance with dehumidifiers email [reslife@csuniv.edu](mailto:reslife@csuniv.edu)

**Trash:** Take all trash to dumpsters outside in the parking lots. Littering or improper disposal of trash will result in a \$25 fine.

**Pets:** No pets are permitted in the residence halls, with the exception of fish in a 10 gallon tank or smaller.

**Noise:** Reasonable Quiet should be maintained at all times in the residence halls and lounges, which means that noise in your room or area should not be heard by people in another room or area. Quiet Hours are from midnight to 8 a.m. every day.

**Guests** must be of the same gender as the host, unless participating in open house. Overnight guests are only permitted on Friday and Saturday nights. Register your guests through Roompack at least 24 hours prior to arrival.

**Open House** is Monday - Wednesday from 8 to 11 p.m. and Friday - Saturday from 7 to 11 p.m. Participants are responsible for reviewing the policy prior to participating and will be held accountable for any violations.

**Bicycles:** Bike racks are available outside of most buildings on campus. No bike is to be kept inside residence hall stairways, except for the stairways in The Quads. Be sure to collect your bike before you leave for summer break.

**Dress Code:** You should be properly clothed (shirts and bottoms) when inside the buildings. Please be sure to read the Dress Code in the CSU Student Handbook.

**Laundry:** Each hall is equipped with laundry facilities. Laundry machines are free for use by all residential students. The washers are High Efficiency washers and require high efficiency liquid detergent. Pods and powder detergent may also be used, but must be put directly into the machine – not the drawer. CSU laundry services include an internet laundry machine monitoring system called Laundry View. It can be used to determine the availability of washers and dryers, receive notifications of availability and end of cycle on telephone or cell phone.

To report issues with a machine, download the CSC ServiceWorks app on your phone and scan the barcode on the machine to create a service request.

**Maintenance Requests:** You are responsible for reporting maintenance issues in your community, room, and bathroom. Any needs involving carpentry, fire alarms/smoke detectors, electrical, heating/ventilation/AC, or pest control submit a maintenance request at [charlestonsouthern.edu/reslife](http://charlestonsouthern.edu/reslife). You will need to create an account the first time you visit. The password at the end of the form is: gobucs

**Cable TV:** Use the Student Technology link on MyCSU under the Student Tab to get help.

**WiFi:** Login using your student ID number and MyCSU PIN. If you experience contact Mike Onorato at 843-863-7762 or [wireless@csuniv.edu](mailto:wireless@csuniv.edu).