Taking Care of Business

For residents with 11 am and 1 pm move-in times feel free to arrive on campus earlier in the day, park in Parking Lot G (near the Gym), and take care of any needed business with Bookstore, Pre-Ordered Textbooks, or Seawolf Service Center prior to moving into your room.

Room Access When You Move-In

First time freshmen (FTF) and transfers were mailed home a temporary card key. This card key allows new students to go directly to their room without having to visit an office first. However, current students will need to get their Seawolf Card encoded in order to access their apartment. Please check the Move-In Checklist for Card Assistance locations. The card key will give you access to your exterior suite or apartment door and your interior bedroom door. Accessing the exterior door requires swiping your card and using a pin code. Interior doors require just a swipe. If issued a temporary card, you will need to get your Seawolf Card activated for door access by Friday, August 23.

Your PIN code will be on the letter mailed home and through the Resident Web. Store your PIN code in a safe place and do not share with others.

Residential Card Kiosk

(Self-Service Encoding Machine)
Sonoma State University offers 24/7 self-service card access. The Residential Card Kiosk allows you to issue a temporary card for when you are locked out. Three Residential Card Kiosk machines are conveniently located throughout the Residential Community: (1) Zinfandel Housing Lobby; (2) Cellars; (3) Beaujolais Meeting Room, east wall facing swimming pool. You will need to identify yourself and verify by using your Seawolf username and password.
Card Problems
(During Move-in Weekend)
Housing Services will be stationed in three locations during Move-In Weekend: (1) Housing Office in Zinfandel (next to Dining Hall); (2) Cellars Office in Sauvignon; and (3) Beaujolais Community Building (next to Beaujolais Pool). Any one of these offices can assist with troubleshooting card and lock issues during the listed hours on the Checklist.

Locked Out (During Move-in Weekend)
If you are locked out during Move-In Weekend, you can find your Community Service Advisor (CSA) to let you back into your room. After Move-In Weekend and throughout the school year, you can visit one of the three Residential Card Kiosks 24/7 to receive a temporary card. You can also visit Housing Services in Zinfandel during regular business hours (8 am to 4:30 pm).

Locks
It is your responsibility to keep your unit secure at all times. If any of the windows, bedroom or entry doors cannot be locked, please notify Seawolf Service Center as soon as possible so that the lock can be repaired.

Mailbox Keys
Each resident has their own mailbox located near their Village. Your mailbox number and address were listed online. Your mailbox will be used for letters, bills, cards, and magazines. You will be notified of a package through Digital Doorman and will need to present identification at Zinfandel or Tuscany Service Desk depending on where you live. Receiving packages does not require a mailbox key. Most University communication is in the form of email. If you don’t foresee receiving small item mail we suggest not taking the mailbox key. If you do want your mailbox key, you will pick it up at the Zinfandel or Tuscany Service desk during their business hours. Mailbox keys are $25 to replace.

Meal Plans
For residents on a meal plan, your Seawolf Card also functions as your meal access card. Once you get your card, the meal plan function is activated and should be ready for use. If you don’t have your Seawolf Card, you can obtain your card at Seawolf Service Center in Salazar and at that time the card will be activated with your meal plan. Transfers and current SSU students who want to purchase a meal plan can do so by visiting Seawolf Services during Move-In Weekend. If necessary, they will take your picture for your card and activate your card for meals or cash at the same time.
Room Condition Forms

Before you begin moving in belongings, complete the online Room Condition form. The importance of this form is to list any “pre-occupancy” damage or items in poor condition so that you are not charged for these items when your occupancy ends. Double check that the furniture listed on the Furniture Inventory is in your suite or apartment.

Available Services (During Move-In Weekend)

The following services are available from 9 am until 4 pm on both Saturday and Sunday and during regular business hours during the week. You are strongly encouraged to “take care of these items” as soon as you can over the weekend to avoid longer lines during the week.

- **ID Cards, Payments, Financial Aid Information:** To make payments, or discuss financial aid, please visit Seawolf Service Center located on the first floor of Salazar Hall.
- **Parking Permits:** Parking permits will be available online at SSU Online Services. You will want to buy the Housing Permit.
- **Pre-Ordered Textbooks:** If you pre-ordered your textbooks, you can pick them up at the Bookstore.
- **SSU Bookstore:** Open during the weekend for school supplies, textbooks, clothing, and other items. Located next to the Commons.
- **Computer Assistance:** Visit the IT Help Desk located on the 1st floor of Schulz Information Center. They will be open from 11 am to 5 pm both Saturday and Sunday.
- **Dining Services:** Dining Services will be open at their Administrative Office located in Zinfandel Dining Room to answer any questions.
- **Maintenance Request:** Contact Seawolf Service Center, located in Salazar Hall, for maintenance repairs or needs, i.e. leaking faucets, lights not working, missing or damaged items, etc.
- **Food and Beverages:** Food and beverages are available throughout the weekend at various locations around campus. A complimentary BBQ for residents on a meal plan and their families will be provided on August 17 from 4 pm until 6 pm at The Lakes.
- **Parent Receptions:** The Office of Residential Life will sponsor two receptions for parents one on Saturday and one on Sunday. Both Parent Receptions are at 1:00 pm in the Cooperage.
- **Building Meetings:** CSAs will be hosting building meetings for residents only on Saturday and Sunday around 7 pm to go over critical information. Meet your CSA and find out the location of the meeting.
Computers

In order to keep SSU a safe computing environment, students are required to have antivirus software on their personal computer when connecting to our network. While the specific choice of software is ultimately up to the student, below is a sample list of free and paid antivirus options. It is highly recommended that you remove any existing antivirus software on your computer before installing new antivirus software.

Many of the options provide support for Mac OS X or Linux in addition to Windows. To view a list go to http://www.sonoma.edu/it/students/reshalls.html. Contact the IT Help Desk for questions or assistance with malware protection.

During move-in if you have trouble connecting your computer to our network or you have a virus, you can contact IT by calling 664-HELP or visit them in Schulz Information Center.

Phone Service

Residents are responsible for providing their own phone service for local and long distance calls in the Residential Community. Most residents bring cell phones. Another option if you don’t have a cell phone is Voice Over IP (VoIP) service on your personal computer.

Wireless

Living on campus allows you to connect directly to the campus network and Internet from your bedroom with wireless. Wireless networking is available in all buildings of the Residential Community. When you arrive to campus your computer and gaming consoles will need to be wireless. Information about connecting your gaming console is available at http://www.sonoma.edu/it/wifi/ under the “ssu-blue” section.

A direct connection from your printer to your device will be required. SSU is unable to support wireless printers. The University will not be able to support the older devices that require an Ethernet connection. Please visit http://www.sonoma.edu/it/wifi/ for more information about SSU’s wireless network.

Cable TV Connection

To connect your television to Comcast Expanded Basic Service, which is provided with your contract, insert and tighten your coaxial cable into the round coaxial jack. You may need to program your television to the Cable setting under the menu program on your TV. If you receive some stations, then the problem is your TV is not programmed to Cable. If you are just receiving snow, then it is related to the connection and you will need to contact Comcast Bulk Services Customer line at 1-800-856-2374. Unfortunately, we are unable to provide premium channels, On Demand, Pay-Per-View or DVR services due to limitations of cabling infrastructure.
Packing List
One of the most common questions we are asked is "What should I bring?" To answer this, we have created a Packing List (pdf) identifying some of the more important personal belongings needed to start school. Don’t worry if you have forgotten something, there are many stores (COSTCO, Target, Ross, Raley’s, Safeway) close by to purchase something you might have forgotten.

Items Not Allowed
On the other hand, we rarely get the question, "What should I not bring to the Residential Community?" We have generated a list of items not to bring (pdf). Being in possession of these items would jeopardize our residents’ safety as well as hinder the University’s ability to maintain an environment conducive to living-learning. The majority of the items found on this list are pulled from our 2013-2014 Policies (pdf). Policy violations or possessing items on the list, will result in disciplinary action. There may be other items not included on this list that are not acceptable for the Residential Community; therefore, we encourage you to thoroughly review the Policies so you understand what is acceptable and expected. Also, please refer to our Weapons FAQ webpage so you understand what is considered a weapon on campus.

Residential Life
Live-In Staff
As you are moving your personal belongings into your room, take a moment to introduce yourself to your Community Service Advisor — the student leader of your building — and other members of the Residential Life Staff. Residential Life handles the event programming, discipline, policy enforcement, and leadership opportunities for the Residential Community.

Rec Center Waiver
All participants must fill out a waiver before using the Rec Center. Any participant under the age of 18 MUST have a parent or guardian sign on their behalf before bringing their waiver in. The 2013-2014 Academic Year form will be available online starting August 1. Please present your waiver in person with your ID Card.
Trash and Recycling
 Please bring your empty boxes and trash to the large dumpsters located in the parking lots. It’s up to the residents to dispose of the trash and recycling in the appropriate containers.

Other Miscellaneous Stuff

Recreational Vehicles
 We strongly discourage the use of motor homes or trailers that do not fit in standard parking spaces for transporting belongings. These types of vehicles are not allowed on campus for overnight stay. Additionally, there is no designated parking for these vehicles and they will not be permitted in the residence hall parking lots. If you have further questions regarding parking, please call Police and Parking Services at (707) 664-4444.

Health and Accident Insurance
 During the period covered by the License Agreement, students are encouraged to obtain health and accident insurance. Many students are covered under their family health insurance policy. However, if you need health insurance please visit the CSU Health Link site which is a program affiliated with Sonoma State’s Associated Students.

Renter’s Insurance
 It is highly recommended that you have renter’s insurance for your personal property. The University has no insurance to cover damage or loss of your personal belongings. Sometimes this will be covered under a parent’s homeowner policy, but you will want to check with your insurance agent about the details. CSI Insurance Agency, National Student Services Inc, GradGuard, and Progressive Insurance specialize in providing renter insurance policies at reasonable rates.

Contact Information

Contact Numbers
Housing Services (707) 664-2541
Admissions (707) 664-2778
Seawolf Services (707) 664-2308
Dining Services (707) 664-2993
Financial Aid (707) 664-2389
Health Center (707) 664-2921
Information Technology (707) 664-HELP
Maintenance Requests (707) 664-4021
Office of Residential Life (707) 664-4033
Police Services (707) 664-4444
Seawolf Shops (Bookstore) (707) 664-2329
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