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# Frequently Asked Questions

## 2018-2019 Academic Year

### Getting Ready:

#### How do I check in?

General check-in for the Academic Year begins on Thursday, August 16th at 3pm in the Chevron Auditorium. I-House Resident Assistants (RA) will be available to assist you and answer your questions when you arrive.

If you arrive later in the evening, you will be able to check-in at the front Desk. You can reach the Front Desk at (510) 642-9490, 8am and 12am every day. After midnight, we kindly request that you use that phone number to contact the RA on duty to assist you with checking in. Please bring a photo ID with you when you check in.

#### Can I arrive early?

Unfortunately, we are unable to accommodate any early arrivals at this time. I-House is at maximum capacity for the entire summer period and we require the few days before the semester starts to prepare the house and rooms for incoming residents. For those incoming residents who are required to participate in the Golden Bear Orientation program and have been placed in one of the rooms reserved for this program, you will receive information regarding your early move-in date and additional related fees for the upcoming year in early June. If you are not certain whether or not you must attend the Golden Bear Orientation program, please contact Admissions at [ihres@berkeley.edu](mailto:ihres@berkeley.edu).

#### Can I arrive late?

Yes. If you plan to arrive after the scheduled move-in date, please notify us in advance by emailing us at [ihres@berkeley.edu](mailto:ihres@berkeley.edu). This way, we will know when to expect you and we can ensure that we have your check-in packet ready for you at the Front Desk on the day of your arrival. You may Check-in at the Front Desk after 5pm on your scheduled move-in date.

#### Can I store my luggage at I-House?

We only offer luggage storage on our official move-in date – August 16<sup>th</sup>. If you arrive earlier than the scheduled check-in time of 3pm, your luggage can be stored in a secure space until check-in officially begins.

#### What should I bring for my room?

Very little. Your room is furnished with a regular twin size bed, a dresser, a nightstand, a desk, a desk chair, and desk lamp as well as an overhead ceiling light. Each room is also equipped with a radiator, allowing you to control heating within your room. Linens and pillows are available for purchase through the Resident Service Center (RSC) in the Ground Floor Laundry Room. In addition, you may rent other items such as an iron or mini refrigerator from the RSC rather than bringing your own. Please see our [What to Bring \(pdf\)](#) for more information and a list of prohibited items.

### **Can I have mail or packages sent to me before I arrive?**

No. Due to the sheer number of residents moving in during our primary check-ins we are unable to accept packages until after residents have checked in.

### **What is my mailing address?**

Your mailing address to receive mail is:

**Your Name**  
**International House**  
**2299 Piedmont Avenue**  
**Your Room #**  
**Berkeley, CA 94720-2320 USA**

### **How do I set up my Wireless I-House Internet connection and access my mailbox:**

After you have checked into I-House, you can connect to the internet and get your mailbox combination by signing on to your account via the StarRez portal: <https://ihb.starrezhousing.com/StarRezPortal/>

Once you have logged on, click on "*IHouseID and Mailbox*". You will find detailed instructions on how to navigate to the internet registration by creating an I-House Network Registration. You will also find detailed instructions on how to open and close your mailbox.

### **How do I get from SFO/Oakland airport to I-House?**

BART goes directly from both Oakland and SFO to Downtown Berkeley, where you can take a taxi to the International House—about a 5 minute drive. You may also use a shuttle service or a cab. Please visit the [SFO](#) or [Oakland Airport](#) websites for comprehensive airport transportation information.

## **Living at I-House:**

### **What's the occupancy at I-House during the Academic Year? What's the population of residents like?**

We currently house 585 residents for the Academic Year. Of these, about 75% are international students from all over the world including visiting scholars, researchers and Education Abroad Reciprocity students. Most years, we have about 60% graduate students, post docs and visiting scholars and 40% undergraduates. Visiting scholars comprise around 15% of our resident population.

### **Do you accommodate special diets? Vegetarian? Vegan?**

Dining Services provides a variety of meal options, including vegetarian and vegan selections. Although not guaranteed, special diets can usually be accommodated within our facility. Residents are encouraged to arrange a meeting with our dining staff to discuss any special dietary concerns or food allergies by e-mailing [ihdining@berkeley.edu](mailto:ihdining@berkeley.edu).

### **Can I transfer from I-House to a campus dorm or vice versa?**

I-House is separate from the UC Berkeley dormitories, so you cannot transfer your residency to the campus dormitories. Each housing option requires a separate application and has separate policies.

### **How do I pay my Room & Board fees? When are they due?**

There a variety of ways you can pay your fees. The preferred way is via wire transfer or direct deposit. You can pay your fees via check or credit card (Visa or MasterCard) at our Cashier's Window or online for credit card payments [here](#). The fees for each semester are broken down into three equal

installments, which are due at regular intervals throughout the semester. We will provide a detailed payment schedule upon your arrival. The first payment is not due until after our scheduled check-in. If you have specific questions about payment options (i.e., setting up direct deposit or wire transfer), please contact our Resident Account Manager, Queenie Santos at [gcs@berkeley.edu](mailto:gcs@berkeley.edu) or 510-643-8316.

**Are rooms/floors coed?**

Shared rooms are not coed. Each floor is coed with the exception of the female only 8th floor.

**Are bathrooms and showers shared? How many are there?**

Bathrooms and showers are shared but are separated by gender. There are 2 bathrooms and 2 shower facilities for each gender on each floor with the exception of the 8th floor which is our Women's Hall and only has a female bathroom and one shower facility.

**Can I change my room or my roommate?**

At this time, we are no longer granting any requests to change rooms or roommates. Two weeks after move-in, once we have confirmed who is here and what spaces we have available, we will have a Room Swap period during which you can request to change rooms or roommates. We generally begin the year with few or no vacancies and are not always able to accommodate every request for a room change.

**What parking lots/spaces are available?**

Parking on the UC Berkeley campus is very difficult. In non-metered areas, parking is free for two hours and unregulated after 7 pm. A limited number of permits are available through the City of Berkeley for an annual fee of \$45, which exempts you from the two-hour limit. Please see the City of Berkeley [parking website](#) for more information. Meters are free with a California disabled placard.

**Who do I go to if I have questions or concerns while living at I-House?**

Do not hesitate to talk to the Resident Support Services (RSS) staff at the Front Desk. They are available to help you 24 hours a day, daily. You can also reach them by calling (510) 642-9490. Concerns of a sensitive nature will remain confidential.

## **I-House Resources:**

**Where do I find more information about I-House, including its policies and procedures?**

Please read our [Resident Handbook](#) located on our website under **Residents** > [Resident Portal](#). The handbook has a wealth of information pertaining to anything you need to know about I-House. Take the time to familiarize yourself with the handbook.

**Is there a kitchen I can use?**

We do have a small kitchen that is available for use by residents. The kitchen includes pots, pans, dishes, utensils and appliances. Residents can reserve the kitchen in advance. There is also a microwave conveniently located near the elevators in the laundry room, available for resident use at anytime.

**Do you have a library or quiet place to study?**

Our library is open 24 hours a day and features international newspapers and a variety of periodicals. It offers a congenial, yet quiet, study atmosphere. Access is restricted to residents only.

### **Where can I print documents? Do you have a laundry room?**

Once you have checked in, you will need to register your I-House Debit Account:

<http://ihouse.berkeley.edu/residents/debitaccounts.php>

When this is completed, you will be able to manage your meal plan balance, I-House Cafe points, computer printing and laundry services. If you have any questions or concerns, please call our Front Desk at [\(510\) 642-9490](tel:5106429490) or the Admissions team at [\(510\) 642-9470](tel:5106429470).

## **I-House Policies:**

### **What are Quiet Hours?**

Creating noise that unreasonably disrupts residents or neighboring community members at any time is unacceptable. In addition, residents are asked to be especially considerate during the Quiet Hours from 11pm-10am on weekdays, and 1am-10am on weekends. For both the academic year semesters and for the summer sessions, around-the-clock quiet hours begin on the last day of instruction and continue to the end of the term. There are several resident lounges available for larger/noisier gatherings, please ask our Front Desk for more information.

### **Is smoking allowed at I-House?**

Smoking and tobacco use are strictly prohibited inside I-House and the areas surrounding the building. The entire UC Berkeley campus adopted a tobacco-free policy on January 1, 2014 that prohibits tobacco use in any form on all University property.

### **Can I have a guest stay with me?**

Overnight guests are welcome at I-House in accordance with our Guest Policy. Each resident is allowed to have an overnight guest for a maximum of three nights per semester. Guests are not permitted for more than three consecutive nights without special exception. An appeal for an exception can be submitted to the Director of Admissions. For those residents with a roommate, you must have her/his permission prior to hosting an overnight guest for any duration. In addition, you will need to notify the Front Desk that you have a guest. Female guests will be issued a temporary key to the women's bathroom and showers.

For a complete listing of all I-House Residential Policies, please review our Resident Handbook at <http://ihouse.berkeley.edu/residents/handbook.pdf>

