



Housing & Residential Life  
UNIVERSITY OF SOUTH CAROLINA UPSTATE

# Move-Up Guide



2025

Claim your Community



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# Welcome Letter from Housing

**Dear Residents,**

Welcome to the USC Upstate on-campus community for the 2025–2026 academic year! We are thrilled to have you and can't wait to welcome you **HOME** at Upstate.

**The Housing and Residential Life and Facilities teams have worked hard to enhance your living experience:**

- **Magnolia & Palmetto Houses:** Brand-new common area furniture in every suite.
- **Lobby TVs:** Installed in Palmetto and soon to be available in Magnolia, these TVs support both entertainment and academic use.
- **Villas 1–6:** Most units have been freshly painted (except those remodeled last summer).

Living on campus is your chance to get involved, make friends, and grow. Our goal is to support you with an inclusive, safe, and engaging community. But building a great experience takes all of us—your actions matter, too.

***We're excited to #ReachGreaterHeights with you!***

**To help you get ready we have created this MoveUP Guide, in addition to the guide Be sure to:**

- Review the Resident Handbook and MoveUP procedures
- Connect with roommates/suitemates before arrival
- Coordinate room needs and decorations in advance

**Before MoveUP, please:**

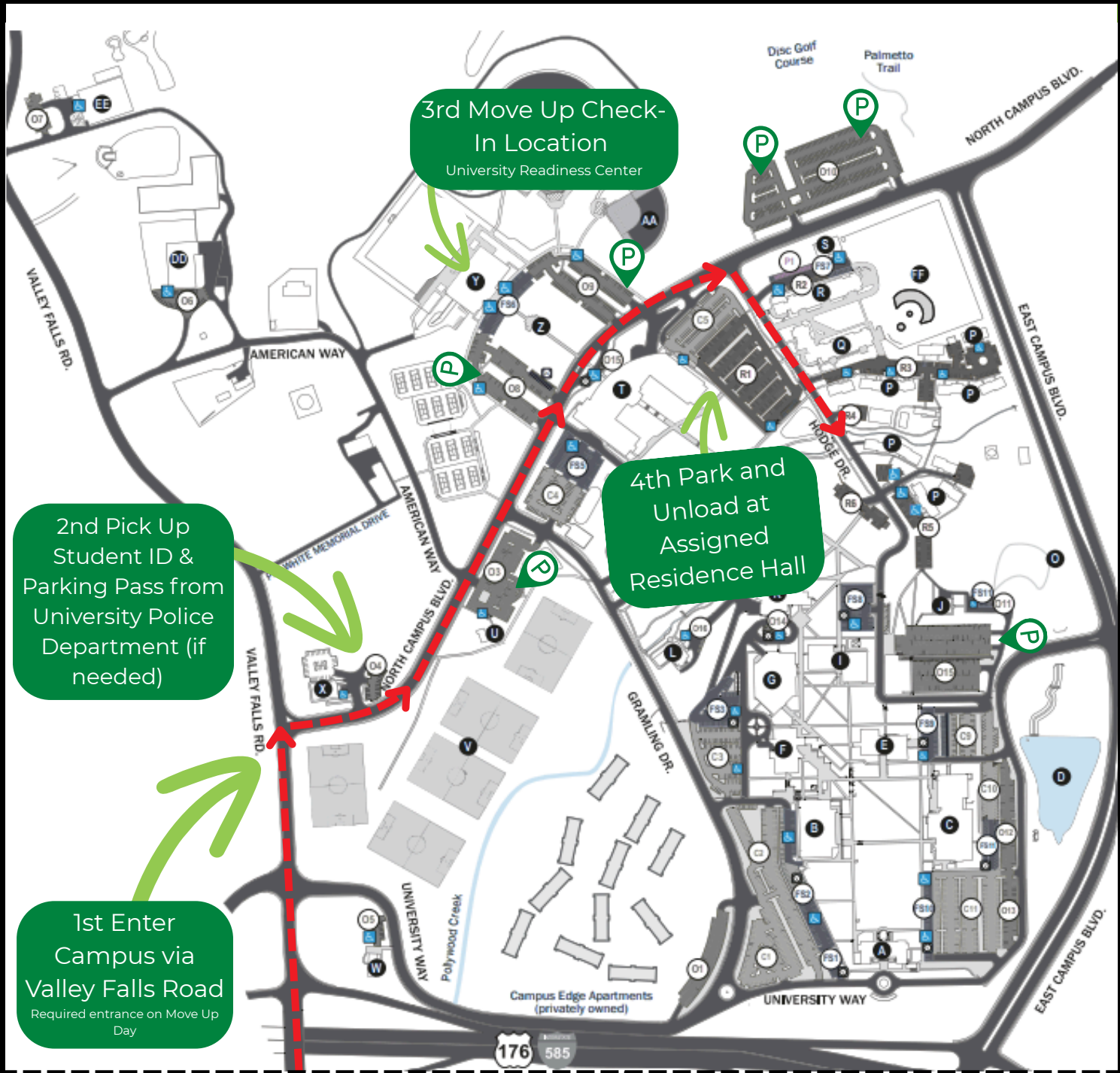
- Upload your Personal Property Insurance declarations page to the housing portal
- Bring your student ID to check in. If you don't have it, visit University Police before arriving.

We wish you a successful year and are excited to deliver an outstanding Spartan experience!

***Spartan Pride... Magnified!***

**— The Housing and Residential Life Team**

# Arrival Map and Additonal Instructions



- **Prepare Your Student ID and Parking Decal**
  - **If you have not already obtained your student ID or parking decal, please visit the University Police Department prior to proceeding to check-in.** Both items are required for access to your residence hall and campus parking areas.
- **Move Up Begins at the University Readiness Center**
  - **The URC serves as the official check-in location for Move Up. Please remain in your vehicle upon arrival.** A member of our Housing and Residential Life team will greet you, provide your Move Up Pass, and guide you to the next step in the process.
- **Proceed to Your Residence Hall**
  - After receiving your Move Up Pass, you will be directed to either Palmetto House or Magnolia House to begin unloading your belongings. Vehicles without items to unload will be directed to designated overflow parking areas.

## Important Reminders for Move-In Day

- **Arrive at Your Assigned Time:**
  - To ensure a smooth and efficient move-in process, please arrive during your designated check-in window.
- **Enter the Line Together:**
  - If you are bringing multiple vehicles, all cars in your group must arrive and enter the line at the same time to avoid confusion and delays.
- **Follow Parking Attendant Directions:**
  - Parking staff will be on-site to guide vehicles, including those not needing to unload, to appropriate locations.
- **Relocate Your Vehicle After Unloading:**
  - Once your belongings are unloaded, please promptly move your vehicle to an overflow or designated parking area.
- **Volunteers and Moving Carts:**
  - Volunteers will be available to assist with moving carts



# Before You Move In

Each room comes **fully furnished with a Twin XL bed, desk, chair, wardrobe, and set of drawers** for every resident. **A shared microwave and mini fridge unit is also provided.** As you pack, use our checklist to bring what you need, and be sure to leave behind anything not allowed.

## Bring It

### Bed & Bath Essentials

- Twin XL Bedding
- Mattress Topper
- Pillow
- Towels/Washcloths
- Soaps
- Shower Curtain
- Bath Rugs
- Shower Caddy
- Toilet Paper
- Toilet Plunger
- Toilet Brush
- Toothbrush/Toothpaste

### Cleaning Supplies

- All-Purpose Cleaner
- Detergent/Dryer Sheets
- Clothes Basket
- Broom/Dustpan
- Swiffer/Mop
- Vacuum

### Room Setup & Safety

- Wastebasket
- Surge Protector
- Wall Putty
- Small Tacks
- Desk Lamp
- Hangers

### Personal Care & Health

- Medicine
- Toothbrush/Toothpaste
- Shower Caddy
- Soaps

### Bathroom Tools

- Toilet Paper
- Toilet Brush
- Toilet Plunger
- Bath Rugs

## Other Items to Consider

### Room Décor

- Small tacks or blue tape for hanging items
- 1-2 small tabletop plants
- Posters, photos, and soft decorations (no adhesives)

### Kitchen + Appliances

- Mini Keurig or drip coffee maker
- Air fryer, toaster, crock pot (Villas only)
- **1 mini fridge (1.7 cu ft, one per resident, must be UL/ETL/CSA approved)**
- Blender, can opener, juicer
- Surge protector with circuit breaker

### Personal Items

- Hair dryer, straightener, curling iron (plug directly into wall)
- LED light bulbs only

## Leave it

### Decorations

- Contact paper, wallpaper, stickers
- Road signs, neon signs, tapestries over lights
- Wrapping paper or wreaths on doors
- Anything hung from ceilings, balconies, or windows

### Appliances + Furniture

- Space heaters, AC units, ceiling fans
- Extra microwaves, hot plates, George Foreman grills (Treehouses)
- Used/secondhand furniture
- Personal washer/dryer, dishwasher, or freezer

### Electronics + Safety Hazards

- LED strip lights (adhesive)
- Lava lamps, wax melters, incense, candles
- Extension cords over 10 ft or with multiple plugs
- Extra door locks (deadbolts/chains)
- Transportation
- Hoverboards, scooters, or bikes with lithium batteries
- No storing any gas/electric scooters inside rooms

### Pets

- No reptiles or amphibians
- Only fish allowed (tank must be under 10 gallons)

# Life in the Residence Halls

## Postal Services

**Your mailing address on campus is:**

**Your Full Name**

470 Hodge Drive  
Spartanburg, SC 29303

All residential students receive packages through secure lockers **located in the basement of Palmetto House**. When a package arrives, you'll get an email to your USC Upstate account with two 4-digit codes.

Use these at the locker kiosk to pick up your item, quick and easy! Make sure to check your email often so you don't miss a delivery.

## Wifi & Tech Support

If you're having trouble connecting to campus Wi-Fi, need help with your computer, or have tech questions,

**Contact USC Upstate IT Support at:**

helpdesk@uscupstate.edu  
864-503-5257.

Keep your student ID handy, it doubles as your key card and may be needed for support.

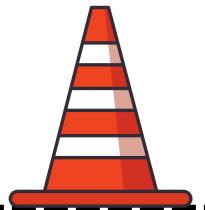
## Maintenance & RA On Call

If something in your room or suite isn't working properly, like your lights, AC, plumbing, or furniture, submit a Work Order through the Housing Portal.

### Need Help After Hours?

Contact your RA on-call for urgent maintenance, lockouts, or immediate concerns:

- **Palmetto House:** 864-809-8304
- **Magnolia House:** 864-809-3049
- **The Villas:** 864-809-8305



## Laundry

**Laundry is free for all residential students!**

Laundry rooms are located on each floor of their residence hall. Upperclassmen living in the Villas can do their laundry in The Landing.

**All machines require high-efficiency (HE) detergent**, look for the "HE" symbol on the bottle.

*Common HE brands include:*

- Tide
- Gain
- All Free Clear



Using the right detergent keeps your clothes clean and our machines in great shape.

## Renters Insurance

**All residential students are required to have renters insurance and must upload proof to their Housing Portal before Move-In.**

USC Upstate is not responsible for any lost, stolen, or damaged personal property. The university also cannot cover the cost of accidental damage caused by residents, such as fire or flooding from a sprinkler.

To protect yourself, we recommend GradGuard Renters Insurance. It covers your personal items if they're stolen or damaged, and protects you financially if you accidentally cause damage to your building.



# Life in the Residence Halls

## Campus Safety

Campus Safety maintains a **full-service 24-hour** Police Department staffed by certified law enforcement officers fully accredited by the State of South Carolina and nationally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

### University Public Safety Services:

- Full-service 24-hour police department
- Security Awareness and Crime Prevention Programs
- Student Escorts
- Securing Campus Buildings
- Parking Services
- Lost and Found Office of the State
- Fire Marshal
- University ID Card System Services
- Emergency Management Services

**Address: 219 North Campus Boulevard,  
Spartanburg, SC 29303**

**Phone Number: 864-503-7777**



## Health Services

**Health Services offers confidential medical care to all enrolled students, faculty, and staff.** We provide routine and urgent office visits year-round, and telemedicine appointments are available to students living in South Carolina. *Health Services has two convenient locations on campus*

### Rampey Clinic:

- Sick care (Includes Strep, Flu, COVID testing and treatment)
- Injury care (Includes sprains, cuts, head injuries, x-ray referral if needed)
- Skin care (Rashes, acne, eczema, and other conditions)
- Work physicals, routine wellness visit (blood pressure, cholesterol, and weight)
- Allergies and asthma treatment
- Chronic illness and prescription medication
- Birth control, Plan B, and STI testing and treatment
- Free condoms

### University Way Clinic:

- Birth control (including free options, and Plan B)
- Nexplanon insertion and removal
- STI testing and treatment
- Urinary tract infection (UTI)
- Immunizations and Tuberculin Skin Tests (TSTs)
- Lab work (including School of Nursing Requirements)
- School of Nursing Physicals

**Phone number: 864-503-5191**



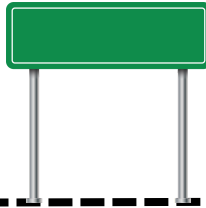
# Life in the Residence Halls

## Counseling Services

Counseling Services offers students confidential support through:

- Individuals and Couples Counseling
- Distance Counseling
- Group Counseling Crisis Intervention
- Psychiatric Services
- Abbreviated Testing Services
- Outreach and Educational Workshops
- Consultation

**Phone Number: 864-503-5195**



## Student Success

The Student Success Center strives to help students succeed in their studies, graduate from USC Upstate in a timely manner, and begin a career or graduate study.

### Student Success offers the following:

- Free tutoring
- Supplemental Instruction for selected traditionally difficult courses
- facilitation of study groups
- one-on-one consultations
- Referrals to other services are offered to assist students with their daily academic needs.

Academic Support also offers various workshops and seminars on study skills, time management, note taking and reading strategies.

**Phone Number: 864-503-5414**

**Email: [studentsuccess@uscupstate.edu](mailto:studentsuccess@uscupstate.edu)**

## Disability Services

Disability Services supports the ongoing development of an accessible university that embraces diversity through educational programming, services, resources and facilities that are usable by all members of the campus community.

### Typical Accommodations:

- Extended Time for Tests
- Reduced Distraction Environment for Tests
- Alternative format Textbooks
- Screen Magnifiers Braille Text to Speech software
- Others are available according to Individual Need
- Academic Coaching

**Phone Number: 864-503-5199**

**Email: [dsinfo@uscupstate.edu](mailto:dsinfo@uscupstate.edu)**





# Life in the Residence Halls

## Spartan Pantry

The Spartan Pantry is intended to assist students during financial emergencies.

### Items typically available the Pantry:

- non-perishable
- frozen food items
- basic personal hygiene items
- general cleaning supplies.

Any currently enrolled USC Upstate student in emergency need can access the Pantry.

### Pantry Location:

2nd floor of the Olin B. Sansbury, Jr. Campus Life Center.

The hours of operation are 8:30 a.m. - 5 p.m. Monday through Friday

## Career Center

Helping you get where you want to go is always the top priority of Career Management. From resumes and cover letters to finding jobs and internships in Handshake to interviews and career fairs, our staff is here to support you in your career every step of the way!

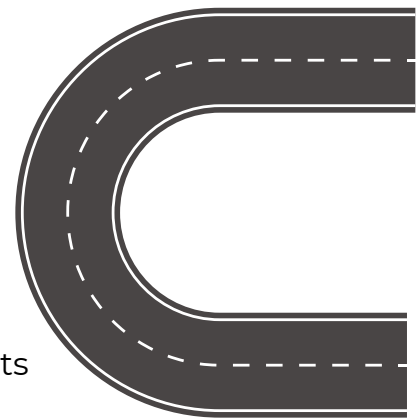
### Areas of Support:

- Resumes
- Internships
- Job searches
- interviews
- cover letters
- personal statements
- career closet
- Career Development

The Career Center is there to help you!

**Phone Number: 864-503-5993**

**Email: [careers@uscupstate.edu](mailto:careers@uscupstate.edu)**



## Dining Services

Dining Services will commence with dinner on Friday, August 15th.

On Saturday, August 16<sup>th</sup>, after Convocation, Dining Services will offer brunch, followed by dinner in the cafe after our All-Hall Meetings.

On Sunday, August 17<sup>th</sup> meals will include brunch and dinner.



### Regular Hours

#### Monday - Thursday

Breakfast: 7:30 AM - 10:00 AM

Lunch: 11:00 AM - 2:00 PM

Dinner: 5:00 PM - 8:00 PM

#### Friday

Breakfast: 7:30 AM - 10:00 AM

Lunch: 11:00 AM - 2:00 PM

Dinner: 5:00 PM - 6:45 PM

#### Saturday

Brunch: 11:30 AM - 01:30 PM

Dinner: 05:00 PM - 06:30 PM

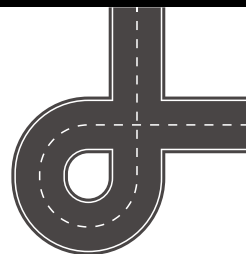
#### Sunday

Brunch: 11:30 AM - 01:30 PM

Dinner: 05:00 PM - 07:00 PM

# Welcome Events

AUGUST						
10	11	12	13	14	15 Move-Up! & BGW	16 New Student Convocation, Hall & Community Meetings
17 Dinner & Claim Your Ground	18 Community & Student Engagement Meet & Greet	19 First Day of Classes	20	21 Rock The Block!	22 CAB Upstate @ Nite	23
24	25	26	27 Premiere Fair	28 Meet the Greeks: FSL Information Night	29	30
31						



Date	Event	Time
Friday, August 15	<b>Big Green Welcome Kickoff / BGW (Spartan RecCenter)</b>	8:00 p.m.- 11:00 p.m.
Saturday, August 16	<b>New Student Convocation (G.B. Hodge Center)</b>	10:30 a.m.
Saturday, August 16	<b>All Community Meeting (URC)</b>	<b>Palmetto</b> 2:00 p.m.-2:45pm <b>Magnolia</b> 3:00 p.m.-3:45pm
Saturday, August 16	<b>All Hall Meeting (Location varies by Floor)</b>	6:30 p.m.-8:00 p.m.
Sunday, August 17	<b>Dinner Before Claiming Our Ground (CLC Cafe)</b>	6:00 p.m.-7:00 p.m.
Sunday, August 17	<b>Claim Your Ground (Palmetto Villa's Rock)</b>	7:00 p.m.
Monday, August 18	<b>CSE Meet &amp; Greet (Campus Life Center)</b>	4:00 p.m. - 6:00 p.m.
Thursday, August 21	<b>Rock the Block (Treehouses Plaza)</b>	6:00 p.m. - 8:00 p.m.
Friday, August 22	<b>CAB Upstate @ Nite (Treehouses Plaza)</b>	9:00 p.m.
Wednesday, August 27	<b>Premiere Fair (Campus Life Center Patios)</b>	11:00 a.m. - 2:00 p.m.
Thursday, August 28	<b>Meet the Greeks: FSL Information Night (URC)</b>	6:30 p.m.-8:30 p.m.



# Living with a Roommate: Advice

Your first year of college is a time of excitement, discovery, and transformation—but it can also be overwhelming as you adjust to life away from home. For many students, living with a roommate for the first time brings both opportunity and challenge. You're not just sharing a space, you're learning how to coexist with someone who may have different habits, routines, and perspectives.

**The tips below can help you and your roommate navigate this new experience together.**



## Respect Boundaries and Be Considerate:

Be mindful of your roommate's personal space and privacy. Respecting boundaries fosters mutual respect and comfort. Small gestures like keeping common areas tidy, being quiet when they're studying or sleeping, and being punctual with shared responsibilities show consideration and respect.



## Communicate

**Effective communication is key to a harmonious living arrangement with your roommate.** Start by being open and honest about your needs and expectations, and encourage your roommate to do the same. Practice active listening, showing that you value their perspective and concerns. Address issues as they arise rather than letting them build up, and approach conflicts calmly and respectfully. Establish regular check-ins to ensure both of you are on the same page and adjust living arrangements as needed. Clear, respectful, and consistent communication helps build trust and fosters a positive living environment.

## Address Conflicts Calmly:

When disagreements arise, address them calmly and constructively. Open dialogue and compromise are key to resolving conflicts amicably.



# Living with a Roommate



## Roommate Agreement

The Roommate Agreement Workbook is designed to create a set of rules and regulations for each room that are determined by the residents of that room. Through a series of questions, roommates can decide on things like quiet hours, visitors, cleaning, and boundaries for the room. This Workbook should be completed one on one between roommates to ensure that both parties agree. If an issue arises during this process, a Resident Assistant or Community Assistant may be asked to assist the process.

**All Roommate Workbooks must be complete for each community during the first week of the academic year. Those who have not completed their workbook will not be eligible for room changes and guest visitation within the residence halls.**

## Conversation Starters

1. What's your major, and why did you choose it?
2. Do you have any siblings or pets?
3. What was your high school experience like?
4. Have you ever travelled outside of the country? Where have you been?
5. Do you like having friends over, or do you prefer keeping it private?
6. What are your habits around studying or focusing at home?
7. If you won a million dollars, what's the first thing you'd do?
8. Do you believe in aliens or ghosts?
9. What's your biggest goal for the next five years?
10. What's something that inspires you?

## ROOM CHANGE REQUEST

During the academic year, issues may occur that cause a student to request a Room Change.

### All students must follow the Room Change Request Process:

- The student wishing to transition rooms will provide information regarding the reason for their request via the Room Change Request located in the Housing Portal. The request will be reviewed by the Hall Director to determine the next course of action.
- The Hall Director or Resident Advisors will reach out to you to discuss the information provided further if clarity may be necessary. A mandatory roommate mediation will be scheduled. This mediation is mandatory in order to approve the student move. Students will not be permitted to move without this mediation. During a roommate mediation, the student staff member will go over the issues present in the space as well as the previously completed Roommate Workbook in order to re-assess the workbook. Once this is edited and reviewed by the student staff member, all parties involved will sign that they agree to the new terms.
- Once the mediation is completed, your resident adviser or hall director will reach out to update you on your room change request. If your room change request is granted, a meeting will be scheduled to determine when your move will occur.

**Please note, all room change requests are based upon the vacancy of spaces in our residential communities.** If your room change request is an emergency, please reach out to the Housing and Residential Office immediately



# Frequently Asked Questions

Question	Answers
Where do I go on Move Up Day?	Students should enter campus from Valley Falls Road by the Public Safety Office (219 North Campus Blvd.) <b>Your first stop will be the URC Readiness Center for drive-thru check-in.</b> Please remain in your vehicle, all check-in steps will take place from your car.
How do I get my Parking Decal and Student ID for the year?	<b>Both are issued through University Police:</b> 219 North Campus Blvd, Spartanburg, SC 29303 <i>We recommend picking it up before Move Up Day to avoid delays.</i>
Will there be moving carts available for my use?	Yes! Volunteers will be present with moving carts to help you unload and find your room.
What if I need to request a room change?	Two weeks after the First day of class, students can submit a Room Change Request through the Housing Portal. <b>Roommate mediation must happen first before a move is approved. Availability is limited and based on open space.</b>
Do I need renters insurance?	Yes. <b>All students must upload proof of renters insurance</b> (like GradGuard) <b>to their housing portal before the first day of class.</b> This protects your belongings and covers accidental damage.
What can I bring?	Check out the “Bring It & Leave It” list in this guide for a full breakdown.



# Frequently Asked Questions

Question	Answers
How do I receive packages?	<b>Packages are delivered to mail lockers in Palmetto.</b> You'll get an email with two 4-digit codes to retrieve them.
How can I reach Housing and Residential Life?	The most efficient way to reach the Housing and Residential Life office is via email.  For all questions or concerns, please contact us at: HRL@uscupstate.edu
How do I meet people and get involved?	Start with Welcome Week events—they're designed to help you connect. You can also attend your Community Meetings, and <b>follow @upstatehrl on Instagram.</b>
What should I do if my roommate and I aren't getting along?	Talk with your Resident Assistant (RA). They'll guide you through a roommate mediation using your Roommate Agreement. Communication is key, and we're here to support you.
Can I bring a car to campus?	Yes! All students may have a car, but you must register your vehicle and display a valid parking decal with university police.
What if I have a disability or need accommodations in housing?	<b>If you have a disability and need housing accommodations, please contact the Office of Disability Services as soon as possible.</b> They will work with you and the Housing and Residential Life team to ensure your living space meets your needs. To begin the process, visit <a href="https://uscupstate.edu/disability-services">uscupstate.edu/disability-services</a> or email <a href="mailto:dsinfo@uscupstate.edu">dsinfo@uscupstate.edu</a> .

# See you Soon!

## Contact Us



864-503-5422



hrl@uscupstate.edu

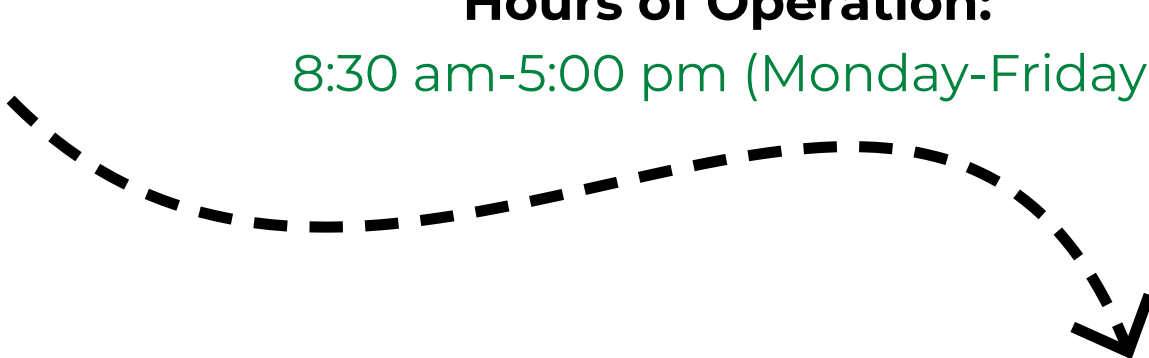


uscupstate.edu/housing

***Housing and Residential Life Office is located in  
the Basement of Palmetto House.***

**Hours of Operation:**

8:30 am-5:00 pm (Monday-Friday)



# Welcome to USC Upstate, Spartans!