

HOUSING AND RESIDENTIAL EDUCATION

Move-In FAQ's 2025

- **What does my Move-In arrival window mean?**
 - The Move-In arrival time you have chosen is the time you should plan to arrive at your residence hall to check in.
- **Can I change my Move-In arrival window once I have signed up?**
 - Changes can be made to the arrival windows until the day you arrive. You can schedule a time for Move-In or change your arrival time at <https://OSU.starrezhousing.com/StarRezPortalX>
- **Can I bring a commercial moving truck to campus for Move-In?**
 - No. Due to the limited amount of space to unload at each residence hall, commercial moving trucks (such as a U-Haul) cannot be accommodated on campus. You may bring multiple family vehicles if necessary.
- **Can I take an Uber or Lyft to campus?**
 - Yes. The driver should drop off passengers at your residence hall.
- **How many people can I bring with me to Move-In?**
 - Students should bring no more than 2 people with them to assist with Move-In.
- **What should I do if I have a technology or maintenance issue with my room?**
 - You should go to s2f.osu.edu to enter service requests for maintenance and housekeeping. Students experiencing difficulty connecting a device or internet connection problems should go to <https://slts.osu.edu/resnet/get-connected> for more information.
- **How will furniture in my room be set up?**
 - When you arrive, your room will be configured as it appears on the housing website based on your room type. Bed adjustments and configuration requests should be entered at go.osu.edu/servicerequest **after** you arrive on campus. Requests will be evaluated based on bed type and building assignment. Please do not attempt to make any changes on your own.
- **What dining facilities are open during Move-In?**
 - The locations and operating hours for Student Life Dining Services can be found online at dining.osu.edu

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- **Can I drop off my allergy medications to the Student Health Center?**
 - Student Life's Wilce Student Health Center (1875 Milliken Rd.) is open 8 a.m.-5p.m. Monday through Friday, and medications can be dropped off at the pharmacy anytime during those hours.
- **Do I need renter's insurance?**
 - It is advisable to protect personal belongings in case of flood, fire, theft or other unexpected events that may occur in or around university housing. Ohio State does not provide insurance coverage to student occupants and in order to reduce the financial burden of replacing personal belongings after such unexpected events, residents are strongly encouraged to obtain appropriate coverage, including renter's insurance.
- **What do I do if I don't have my BuckID?**
 - The BuckID office in the Ohio Union will be open Monday through Friday from 8 a.m. to 5 p.m. throughout the summer, including during Move-In. They will also be open from 9 a.m. to 3 p.m. on Saturday, August 23, and Sunday, August 24. If you don't yet have a BuckID, or have lost your BuckID, you should plan to schedule your move-in during a time when the BuckID office is open so that you can obtain your BuckID **before** proceeding to your residence hall. If you are unable to arrive while the BuckID office is open, your front desk can issue you a temporary BuckID to use to access your residence hall and your meal plan until you can obtain your BuckID.
- **Where do I park during Move-In?**
 - All regular traffic and parking rules apply during Move-In. Areas around the residence halls are to be used for loading zones only. For parking locations near your residence hall, please visit osu.campusparc.com for more information.
- **Can I ship items to my residence hall prior to my arrival?**
 - No, items should not be shipped to residence halls until after the student has arrived. Students interested in having items delivered to their room prior to Move-In can work with Storage Squad <https://StorageSquad.com/Room-Direct>
- **What if I plan to arrive after August 23?**
 - You do not need to schedule a Move-In timeslot. You will proceed to your residence hall (or designated front desk) to check in when you arrive.

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- **Can I switch rooms within my current space?**
 - Room changes can only be made through the room change process, typically three weeks after classes begin. You must move into your assigned space when you arrive on campus.
- **Can I remove furniture from my room?**
 - No, all university provided furniture must stay in the room space. If any pieces are missing upon your arrival, you should report this via a service request to ensure you are not charged at the end of the year.

