

Questions about General Residential Hall Life

- * My room's **WIFI** is not working, whom should I ask to have a look at it?

Individual routers are assigned per room, which means each suite has its own personal WIFI. In case your router stops working altogether, or the WIFI's signal is weak you can place a request online at <https://dorm.korea.ac.kr/> or if you can't figure out how, you can always ask the RA on duty on the first floor.

- * What if a lightbulb goes out or something else in my room needs **repair**?

In case a light goes out or something else in your room has broken and needs repair you can report it to the security guard on the first floor. He will ask the technician to go repair whatever needs mending.

- * The **electricity** went out or something else in study room needs repair. What should I do?

In case the **electricity** goes out or something else in study room has broken and needs repair you can report it to the security guard on the first floor. Also you can use this page https://dorm.korea.ac.kr

You can find this message : "수리해 주세요(Request for Repair)" and you can write your request there in English or Korean.

- * The **electricity** of my room totally went out. What should I do?

You should tell the security guard or the RA staff on the first floor. And please remove any heavy objects other than shoes in the middle shelves in the shoe closet. This is because they can prove bothersome to the engineers when they come to repair the electricity. Moreover, the usage of inappropriate adapters or converters and misuse of power outlets (e.g. spilling water in the outlet) could be cause of damage, so be careful.

- * Can I get break 10,000 won bills or **exchange** my coins for bills in the front desk?

No. You can't. We can't always keep cash. It would be better to change your money at any bank near campus.

- * Is **room cleaning** provided by the dormitories?

Yes, room cleaning is provided by the dormitory staff. Rooms are scheduled to be cleaned by dormitory staff weekly or sometimes every two weeks.

- * Are there any **printing machines** within the dormitory premises?

Yes, printing machines are available for use to students on the first floor of Dormitory

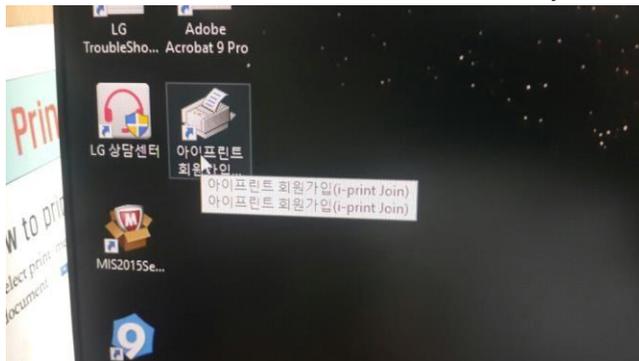


* How much does **printing cost**?

Printers are programmed to work with I-print, that is, each resident that wants to use the printers will have to make an I-print account. Accounts can be charged with money via phone bills or by making the trip to the Main Library and depositing the money yourself. Each printout costs 50won

To create an i-print account follow these steps:

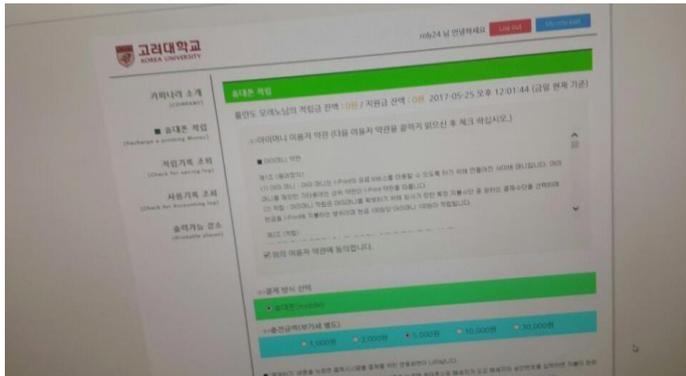
- 1) Click on the i-Print icon. It'll redirect you to their main page.



- 2) Create an account in the website



- 3) Once you've logged in using your new ID, you'll be redirected to their home screen where you can choose how much money you want to charge your account with.



* Are there any **checkout procedures**?

Check-outs are carried out on the date assigned by the dormitory management team, which is usually the last day of a school semester. Each student will have to get a room inspection from one of the RAs, preferably the day before one's check-out date.

* I want to **check out** in the **early** morning because of flight schedule. What should I do?

When you want to check out before the official check-out time, you have to get a room inspection from the RA staff the day before you leave with all your luggage packed.

* What if I lost my **electronic key card**?

Students are responsible for loss or damage incurred to card keys and/or room keys. If you lose your card key or room key, please inform the security guard or student worker on the first floor. Issuing a new key card will come with an extra fee of 10,000 won that the resident will have to pay. Metal room keys, if lost, require an extra fee of 20,000won.

* I left my card key in my room. Can I borrow a master key to get into my room?

If you are a resident of CJ I-House, you can ask the security officer to borrow a master key. Also you should ask your roommates to open the door. You will have to return the card to CJ security officer right after you've retrieved yours.

* My room **card key** is malfunctioning and is not working properly no matter how many times I tap it onto the door. What should I do?

It is probable that the magnet inside the key card is weak. You can come down to 1st floor lobby and ask the security guard for a fix, no charge. Meantime, you will be using a temporary key card for a few days and while yours gets fixed.

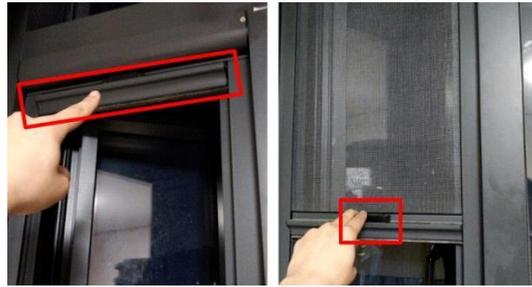
* Can I control when the **Air conditioning works**?

Yes, you can. From 12pm in the afternoon to 8pm night you can regulate the air conditioners by turning them off/on. But after 8pm, the AC will automatically set itself to fan mode.

* Where can I find the **window net**?

It's over the window. You can pull it down until it makes a 'click' sound. When you want to pull up

the window net again, press both sides of the black button.



* Could I use **study rooms or lounges** for personal usages like calling, talking, etc?

To prevent the spread of COVID-19, using study room or lounges is not allowed.

* What can I borrow from **the front desk**?

You can borrow the cart, the vacuum cleaner, and the thermometer. If you need any of these, you can ask the RA staff or the security guard and write your room number and name on the list. But, please return them immediately after you're done using.

* Can I converse/talk with my friends in the lobby after 12AM ?

No. You can't. '11p.m.- 6 a.m.' is Quiet Time in the dormitory. You can't use the lobby or basement floor lounge (CJ) after 11 pm, because it can distract other residents' from sleeping or studying.

* How do I find my **room's WIFI ID and PASSWORD**?

If you look below your desk or next to your bed the information will be on the router. If you live in a single in CJ, the router might need to be shared with the room next to yours.

* Can I leave my luggage or personal stuff in the hallway or the stairs?

No. It is prohibited. If you leave your luggage in a public place, it could become a hindrance to other residents. Also, in case of the emergency like a fire, it could get in the way of people moving. If you, however, insist on putting your stuff in the hallway or stairs, penalties could be issued.

Questions about Food and Delivery

- * Can I order **food** and have it delivered to the dorms?

Students are allowed to order delivery food. You have to pick up your food on the 1st floor.

- * Can I eat or cook inside my room?

Yes. Eating food in the room is exceptionally allowed due to COVID-19 circumstances.

Questions about Rules and Regulations

- * What is the dormitory policy on **visitors**?

Non-residents are prohibited from going in further than the lobby. Each visitor will have to sign a visitor's form stating the purpose of the visit and whom they are visiting. An identification card, or in the case of a resident of another dormitory, their electronic card will be kept by the security guard until the visitor is about to leave.

- * What time I can let visitors in the dorm (lounge only)?

You cannot let other residents into your room nor allow non-residents into the dorm after 10pm.

- * What if there are incidents of **theft or stealing** in the dorm and the suspect is caught?

If caught, financial compensation and penalty will be imposed on the suspect, theft and stealing is not acceptable!

- * In my home institution, visits from students of **the opposite gender** are sometimes allowed. Is it allowed here at Korea University Dorms as well?

No. Floors are allocated by gender and visits of residents to the opposite sex are not allowed.

- * I've noticed that in some dormitories some **floors are designated for men and some for women**, is it always like that?

Yes, KU dormitories are arranged by gender, meaning the first three floors are almost always destined for male students and the rest are destined for female students. The same is applied to the use of elevators, the one on the left being for guys and the one on the right for girls.

- * Is **alcohol or smoking** allowed in the dormitory?

According to the contract and dormitory regulations alcohol is not allowed, if caught a warning and/or penalty will be issued. Especially if found in the kitchen, it will be confiscated. Smoking is not allowed INSIDE the buildings, you can go OUTSIDE of the building and smoke. If caught inside the building, a warning and/or penalty will be issued.

- * What happens if I **violate** any of the rules?

Depending on the degree of your conduct, you will receive 1~3 penalties. 3 penalties will lead to automatic expulsion of your residency.

Questions about Address, Storage, Parcel and Package

* What if I need to call a **taxi**? My Korean is pretty rusty and I have a hard time explaining where I want to go.

If you need to go somewhere and require a taxi but feel like your Korean isn't good enough, you can come to the first floor, to the front desk, and ask either the security guard or the student worker to assist you.

* What about **parcel delivery fees**? Does the dormitory pay for them?

The dormitory management team or dormitory staff is not responsible for extra parcel delivery fees. You will have to pay any extra fee or tax charged to your package. If you're busy -> you are absent and can't meet the courier in person, you can inform the student worker on the first floor that you're expecting a package that needs an extra fee of delivery and leave the money with them.

* How do you throw out **garbage**?

Please dump the food waste in the waste bin in the kitchen, and dispose of the bathroom or your bed room garbage in the trashcan outside the building.

* What if I want to send (luggage) package abroad? For example, when I'm moving out and have got a lot of (luggage) package that I need to send abroad, is there a **post office** on campus?

Yes, there is a post office on campus. It is located on the 2nd floor of the International Studies Hall (국제관). If you don't know where that is, please ask the Resident Advisor on duty for directions.

* Where do **mail packages** arrive?

Mail packages or parcels are delivered to the first floor and stored in the office behind the front desk. All delivered packages are written down on a list which is available for all to check. Envelopes, or mailposts are put, however, in the mail boxes located in the lobby.

Questions about Facilities

* Is there any gym I can use besides the CJ I House?

Gym in the dormitory and KU Campus are closed due to COVID-19 Circumstances.

* What is the procedure for using the **prayer room**?

There is a prayer room at the basement floor (B1) of CJ I House. Ask the security guard for the key and register at the desk.

* How many **kitchens** are there per dormitory?

CJ International House has two small kitchens per floor, equipped with refrigerators, microwave ovens, and toasters to be used by the residents. Fridge storage, though, is touchy subject. Each student has the right to store food in the fridges, that's why the dormitory management has reduced to number of containers per students to one. Containers should be of 5 liters and should have the student's name and room number written on it.



* How do you use the oven in CJ's kitchen?

First, turn the gas valve shown to the left.



Second, press the switch and turn it to the left.



* Where is the **water purifier**?

CJ: **Water purifier** is in kitchen of each floor.

* How can I use the refrigerator?

Kitchens are equipped with refrigerators for the residents' use, but you should be aware of some important things below.

- 1) Put everything into your box and then put the box in the fridge. Eggs and milk should be placed on the shelf trays.
 - 2) The maximum size of the box is 5 liters. (Width-Half of A4/ Height-15cm) smaller size is allowed, but only one. Write down your name and room number on the box (also jot down your name and room number on eggs containers or milk boxes as well). If a box is found with no name or room number written on it, it will be moved down to i-Cafe on the first floor.
 - 3) No plastic bags are allowed.
 - 4) Only one box allowed per resident.
 - 5) Empty and nameless boxes, plastic bags will be disposed of immediately.
- * size of the container like the picture below (5L)



* How can I use the induction stove?

Place your pot within the big circle, turn the dial on the right bottom to change the intensity of the heat.

* What are the rules for keeping food in the fridge?

There are 4 basic rules regarding the fridge use

- ① Using regulated containers (5L, **one per person**)
- ② Putting name tags on your container
- ③ Keeping food within expiration dates and throwing away food that's gone bad
- ④ Taking empty containers out of the fridge so that there will be more space for other residents

* What happens if I break the rules?

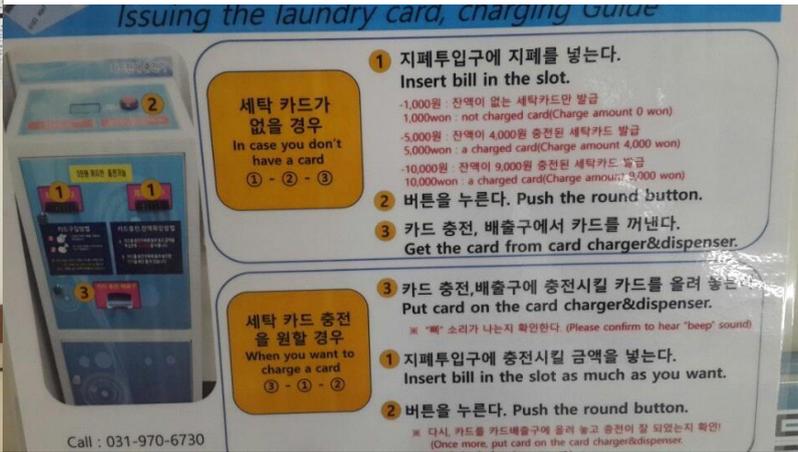
The dormitory staff checks all kitchens every evening, and puts notification on food items that break the rule. We take it out in 3 days after putting notice.

* My items are missing, where could I find them?

Staff usually puts a 3-day notice of reasons why it was taken out and you probably missed the notice since you did not check the item for days. It most probably has not been thrown away so you could check on 1st floor lobby of Global House and I-Café Lounge 1st floor of CJ International House to see if your item was taken there.

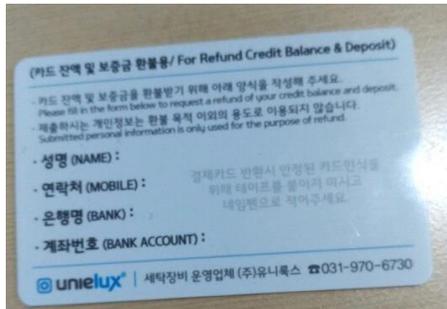
* What about **laundry**? Is it provided by the dorm as well?

If you meant to ask if there are laundry rooms in the dorms, the answer is yes. If you mean whether or not the dormitory cleaning staff provides laundry service, well the answer is no. Each student has to do their own laundry. The laundry room in CJ International House is located in the basement, and in Global House on the first floor. Washing and drying machines operate with an electronic-card system. Cards are issued for 1,000 won and can be charged with as much as 30,000 won.



* What is a laundry card?

The laundry card looks like the picture below. Cards are issued for 1,000 won and can be charged with as much as 30,000 won.



* Where and how can I get a laundry card?

In each laundry room, there is a card vending machine. The machine works by the procedure below:

- ① Insert KRW 1,000 into the slot on the left (1)
- ② Push the red circular button (2)

Once you have bought the card, you can use this card again and again by recharging it.



* How can I recharge my laundry card?

The procedure for recharging your laundry card is as follows:

- ① First put your laundry card on the bottom slot (1)
- ② Insert the amount of money you wish to recharge into the right slot (2)
- ③ Push the red circular button to recharge (3)



* How can I use the washing machines?

- ① Tap your laundry card just once on the card reader (1)
- ② Select mode (2)
- ③ Push Start (3)



* How can I use the drying machines?

- ① Tap your laundry card just once on the card reader (1)
- ② Select mode (2)
- ③ Push Start (3)



* How can I iron my clothes?

Push the red button on the box connected to the iron, the iron will be heated for 5 minutes. You can push the button again to heat it again. Be careful when you are using an iron, because it is very hot.



* Can I get detergent and fabric softener inside my building? Use this machine to buy detergent and fabric softener.

- ① You need to have 500won coin, put it in the slot on the right side of the machine.
- ② Turn the rightmost handle.



* What is **provided** in the room?

Individual desk, chair, bed, closet and bed sheet will be provided.

* Where is the closest **ATM** located?

It's located on 1st floor lobby of CJ-International house. There is a HanaBank ATM and a domestic bank ATM in the males' dormitory as well.

Questions about Safety

- * What do I do in case of a **fire**?

Do not panic and exit the building through the nearest exit. Follow instructions at the assembly point. Fire drills are scheduled once every semester and we strongly advise every resident to participate.

- * Is Korea a safe country?

Korea in general is a safe country for foreigners to stay. The neighborhood around Anam is also a safe place. People can hang out all night without any problem. That being said, the dormitory provides

every effort to ensure safety. All Residents are issued card keys to access the dorm and into their rooms, security guards and HR/RAs verify individuals and make rounds and patrol every day. School police patrol around campus and can be reached 24 hours a day as well (02-3290-1919).

- * What is the **neighborhood** like? Is there much noise?

CJ International House, Anam House and Global House are located in a very quiet area inside the University's premises, and far from activities that could generate noise. Anam, which is the area where our University is located, is a very quiet area in comparison with other University areas in Seoul. At times, there might be a high level of activity in the surrounding areas which can cause some level of outside noise and disruption, but it's just for a few hours, aside from that the neighborhood is pretty quiet.

- * I want to get vegetables and fruits. Are there any cheap markets nearby?

There are some shops nearby, and you may also go to Home Plus (retail chain) in 월곡 (Wolgok) station. For Muslim students, there is a Halal meat market in Itaewon. It takes about 15 mins from Anam by train.

- * Can I get a **special menu for Muslims** in the dormitory or school cafeteria?

Since the amount of Muslim students who eat in the dormitory or school cafeteria is not sufficient the cafeteria office in the dormitory and school do not provide special menu for Muslim students. However there are several restaurants in Anam that serve Halal food such as (Indian Palace, Indian restaurants and Uzbek restaurant). The area around Itaewon is full of restaurants that serve Halal food.