



Benedictine University

Residence Life

Frequently Asked **QUESTIONS**

Continuing Students

Housing Application Process

What is the Housing Contract Returner Campaign?

Housing Contract Campaign is an annual process that allows continuing students to participate in priority placement to secure housing for the upcoming academic year. The process includes completing a housing application, forming of roommate groups, followed by Room Selection during the designated Priority Placement schedule via the Housing Portal. It is important that students check their BenU email and the Housing Portal messages throughout the Campaign process for information.

How is campus housing designated?

Housing communities are designated by gender and class status.

- Ondrak Hall (male) – designated for freshmen and above
- Jaeger Hall (female) – designated for freshmen and above
- Founders Woods (apartments, single gender by unit) – designated for sophomores and above

How can students access the Housing Portal?

Students may access the Housing Portal online at www.ben.edu/housingportal. A student's university login credentials are used to access the housing application.

When does the 2023-2024 housing application open?

The application launches on Wednesday, March 21.

Are returning students required to be enrolled for fall classes in order to participate in Annual Contract Campaign?

All returning students must be registered for fall classes by July 1 to retain their housing reservation.

What is the difference between a housing application and room-selection process?

The application is a collection of important student information and preferences and the time to form roommate groups. The application process makes a student eligible to select housing. The Room Selection process allows students to self-select their housing assignment during the designated Room Selection Placement scheduled dates. (See Room-Selection Timeline FAQ).

Who is qualified to participate in the Contract Campaign process?

All students must be in good financial standing with the university at the time of participation. Students with financial holds are able to log into the application, however, they will not be able to successfully complete the application and request roommates until the financial hold is removed. Students are encouraged to meet with Financial Aid and the Business Office to clear their hold so that they can register for the fall semester and complete the housing application. For financial aid assistance, email financialaid@ben.edu. For student accounts inquiries, email sar@ben.edu.

I currently have a hold and working to resolve to become eligible. How much time do I have to resolve and ensure I can live with my preferred roommates next year?

It is highly encouraged that students resolve account holds by **March 30** to ensure all systems are up to date. This will provide sufficient time to form roommate groups prior to the start of Room Selection.

Housing and Room-Selection Process

What is the Housing Agreement?

The Housing Agreement is a contractual agreement between the student and the University for the entire academic year, with exceptions made for students graduating at semester or participating in university sponsored study abroad programs. The Housing Agreement articulates Terms & Conditions of housing, including regulations, expectations, and financial responsibility that govern the privilege of living in campus housing. Students are advised to read the text of the agreement very carefully. Upon completion and final acknowledgement, a copy of agreement is forwarded via email and made available within Housing Portal under the Messages tab.

Can I cancel my housing?

After you have signed your agreement and selected a housing assignment, you will be held financially responsible. Do not submit a housing agreement or participate in the room selection process if you intend to use on-campus housing as a backup plan, or if you're unsure about living on campus.

Are there any financial implications with cancellation?

Cancellations that occur after room selection and before the start of the fall semester will incur an early termination fee of \$1000. Cancellations at any point of the year at minimum will be assessed a \$1000 housing cancellation fee, plus applicable pro-rated housing and meal plan charges.

What are the 2023-2024 Room Selection dates for returning students?

Rising Seniors/Graduate Students: April 4-5 - Current residents classified as seniors in fall 2023 can participate in priority placement to self-select and assign confirmed roommate(s) to housing on the Rising Senior Room Selection day.

Rising Juniors: April 6 **10am-11:59pm** - Current residents classified as juniors in fall 2023 can participate in priority placement to self-select and assign confirmed roommate(s) to housing on the Rising Junior Room Selection day.

Rising Sophomore: April 11-12 - Current residents classified as sophomores in fall 2023 can participate in priority placement to self-select and assign confirmed roommate(s) to housing on the Rising Sophomore Room Selection day.

Returning Freshmen: April 13-14 - Current residents classified as sophomores in fall 2023 can participate in priority placement to self-select and assign confirmed roommate(s) to Ondrak/Jaeger halls on the Returning Freshmen Room Selection day.

Open to All: April 18-21 - All students, including commuter and incoming transfer students, will have an opportunity to self-select and assign confirmed roommate(s) during the Open to All Room Selection Dates.

April 24th - Room Selection Ends for Current Students

What are the eligibility requirements to live in the apartments within Founders?

Students must have a minimum of 30 credit hours before the start of the fall term to be eligible to live in the apartments. Residence Life uses total credit hours + credit hours in progress to determine eligibility.

Students who fall short of 3 credit hours of sophomore status and plan to enroll in summer classes may be eligible for Founders Woods. Students should meet with Residence Life to discuss plans and eligibility process prior to room selection dates.

Can eligible rising sophomores, transfer or commuter students participate in Room Selection prior to the Open To All Room Selection dates?

Yes, as long as there is one member of the roommate group meets the participation eligibility criteria. The person with the earliest date should be designated as the Group Leader (see “What is the roommate grouping process for Room Selection” FAQ).

What is the roommate grouping process for Room-Selection?

Layouts consists of one, two or four-person units, therefore roommate groups must match the housing layout size. All students must mutually request and confirm each other within the roommate group. The group must assign one member as the designated group leader. Only the group leader will be able to assign roommates in group into spaces in the system. Once assignments are made by group leader, each student in the group must to complete the remaining pages in the housing portal within the next 24 hours.

Roommate groups should be formed with the desired housing in mind. Communication is important and planning in advance will work in everyone’s favor as changes in placement cannot be changed. For example, groups should determine the bed assignment and who’s sharing the bathroom A/B & C/D.

There should have enough members to fill the preferred room or apartment during the Room Selection process. It is also important to be realistic about the housing inventory. For example, we have limited two-person apartments available, but many students desire these accommodations. It is important to be thoughtful as to where you will be in the process and subsequent availability of desired spaces.

What if I don’t have a confirmed roommate at the time of Room Selection?

Applicants who do not have a confirmed, mutually accepted roommate will only see available housing options that can only accommodate one person. For example, available singles within Jaeger or Ondrak, or available one bedroom-one-person apartments within Founders.

What if I want to change rooms?

Students are encouraged to select a space they want to live in. Housing assignments are final and room changes are not offered during the room selection process. Students will have an opportunity to request a room change during the fall semester.

What happens if one or more of my roommates cancels their housing?

Cancellations may occur post room selection in the event attendance plans change. Units occupied at less than 100% is subject to consolidation. Residence Life will make every attempt to backfill vacancies with remaining applicants. Students are encouraged to utilize the Housing Portal for confirmed roommates during the spring and summer months leading to fall move in. Specific roommate and room change requests may be an option if space reflects available within the Housing Portal.

What accommodations does BenU provide students with disabilities?

If you wish to request disability-related housing accommodations, you must have completed the housing accommodation request process through the Academic Support Center as outlined in the Student Accommodations Handbook by March 30, 2023. Please note, housing accommodation requests typically take at least three weeks to process, therefore, students should start the accommodation process well in advance of the room selection process. Questions are encouraged to be raised and directed to the ASC office and Residence Life in advance of the room selection process. Visit <https://www.ben.edu/academic-support-center/accommodations.cfm> or email accommodations@ben.edu.

How will I know if my housing has been confirmed?

Housing will be confirmed after the housing agreement has been signed electronically. The Housing agreement will become available after you have completed the room and meal plan selection steps. A confirmation email will also be sent to you.

Are any break stays included in my housing costs?

University Breaks (such as Thanksgiving, Winter, Spring, & Easter) are not included as occupancy dates during the academic year housing rates. Post fall move in, requests are available via the Housing Portal, under Resident Forms. Break approvals are required and fees vary.

Meal Plans

How do I use my Meal Plan?

Your meal plan is loaded to your BCard. Present your ID Card or Mobile ID at the dining location, swipe, and dine!

What are Dining\$?

Dining\$ are discretionary dollars that lets your BCard work like a debit card at any campus dining location. Adding variety and flexibility to a meal plan, Dining\$ can be used to purchase coffee, beverages, snacks, additional meals, or groceries.

What is Transact Mobile Ordering?

Transact Mobile Ordering is the easiest way to order your favorite meal and save time by skipping the line, all from the convenience of your phone! Use Transact to order from Stonzza, #Coffee, The Pub at Coal Ben, and MarketPlace.

What if I have dietary restrictions?

If you have dietary restrictions, please contact us! Our culinary and management team is trained to develop a delicious solution to meet your needs!

Where can I redeem a Meal Exchange?

Redeem a meal exchange at Stonzza or The Pub at Coal Ben. Meal Exchange is a swipe that doesn't have to be used at Benny's. Dollar amount is 5.50 when using swipe.

Does my Meal Plan roll over from the Fall semester to the Spring semester?

Meals do not carry forward from one semester to another; however, Dining\$ carry forward from Fall to Spring semesters only.

Am I allowed to change my Meal Plan?

The meal plan you choose for Fall Semester will be your selected meal plan for Spring Semester as well. Students may upgrade their meal plan at any point in the semester, the upgrade amount will be calculated, and the amount will be placed on the students' account. Once payment has been received, the upgrade will be posted to the student ID card.

How does my weekly plan work?

The Gold, Eagle, and Lite meal plan options represent a per-week meal count. The "meal week" runs from Sunday morning to Saturday midnight and resets every week. Unused meals on these meal plans do not carry forward to the next week. Dining will not refund missed meals.

Can I share my meal plan with a friend?

Meal plans are not transferrable or shareable. However, all resident meal plans come with an allotted amount of guest meals for you to dine with friends or family. Upon entering the dining facility just inform our cashier how many guest meals you would like to use.

I have more meal plan questions, who can I contact?

Contact our Dining Services management team for any dining or meal plan information! [Click here to contact our staff.](#)