



Benedictine University

Residence Life

Frequently Asked **QUESTIONS**

New Students

Housing Application Process

What is the Housing Portal?

The Housing Portal is the official online resident portal. The portal is our comprehensive student housing solution that allows new and returning residential students to access and manage communication, housing application, housing agreement, roommate requests, room selection, and resident forms/requests. Residents are encouraged to become familiar with the portal as it will serve as the “go-to place” as an on-campus resident.

When does the 2023-2024 housing application open?

The housing application opens Tuesday, March 21st.

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. New students generally receive login credentials within 48 hours of scheduling their placement test.

What is the application process like?

The process is simple; however, it is very important to read the information presented in each step. Students advance through a number of steps with instructions included at each stage. A student can stop at any point in the process and log back in later to complete the application.

How are rooms designated?

Rooms are assigned by gender first with preference given to returning students.

- 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

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).

What kinds of profile questions are asked in the application and how is that information used?

The profile questionnaire is used for student roommate matching and searching purposes. The profile questions include a variety of personal habits/lifestyle preference that include, level of involvement in campus life, tolerance for in-room guests or animals, including sleep and study patterns, etc. The system can identify potential roommates with a high level of compatibility of responses to the profile questions.

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 accommodation, you will be financially responsible for housing costs. 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.

How are housing assignments made?

New incoming freshmen are eligible to self-select and reserve a housing assignment within the residence halls beginning June 1 via the New Students Room Selection Process.

What are the Room Selection dates for incoming new freshman and transfer students?

New Students - Freshmen: Tuesday, June 1 through Friday, July 14 - All new students entering in fall 2022 will have an opportunity to self-select an available Jaeger or Ondrak housing assignment during and assign confirmed roommate the New Student Room Selection dates.

New Students - Transfer: Tuesday, April 4 through Friday, April 7 – All transfer students will have an opportunity to self-select and assign confirmed roommate to a space along with our returning students. (See Returning/Continuing FAQ)

What is the roommate grouping process for Room-Selection?

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. The group size must meet the room occupancy to fill the preferred room during the Room Selection process.

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, designated singles within Jaeger or Ondrak. *Athletes can check with Coaches on recommendation, however, it is the student's responsibility to confirm roommate within the Portal.*

What if my preferred roommate hasn't applied yet?

All incoming students must have a housing application in our system. Students cannot request a student that has not applied for housing. We recommend all students apply before the room selection process begins or within one week of each other during the room selection process to have the best chance to confirm preferred roommate. Students are encouraged to reach out to preferred roommate

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% may be subject to consolidation. Students are encouraged to utilize the Housing Portal for confirmed roommates during the spring and summer months leading to fall move in. Residence Life will make every attempt to backfill all vacancies. 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 May 15, 2023 for new students. 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.

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.

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.](#)

Facilities and Living Arrangements

How do students know what they can bring?

A list of recommended items will be made available through the Housing web page as well as within the Housing Portal. Some items are specifically prohibited, such as halogen lights, air fryers, candles, open coil appliances and pets.

Can students request a single room?

Jaeger and Ondrak Halls will have limited designated single rooms available to reserve during the room selection process.

Can freshmen live somewhere other than Ondrak or Jaeger?

Generally, no. Only students with unique housing accommodations would be considered for placement in Founders Woods, based on availability over the summer months through ASC Accommodations.

Can students of legal age drink in the residence halls?

All students of legal drinking age must apply for and obtain an Alcohol Use Permit to exercise this privilege.