



# Benedictine University Residence Life

## *Frequently Asked* **QUESTIONS**

### Returning & New Transfer Students

#### Housing Application Process

##### **What is the Housing Contract Returner Campaign?**

The Housing Contract Returner Campaign is an annual process that lets continuing students participate in priority placement to secure housing for the next academic year. This process involves completing a housing application, forming roommate groups, and participating in Room Selection during the designated Priority Placement schedule via the Housing Portal. Students should regularly check their BenU email and the Housing Portal messages throughout the campaign for important updates.

##### **How is campus housing designated?**

Housing communities are organized by gender and class status:

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

##### **How can students access the Housing Portal?**

Students can access the Housing Portal online at [www.ben.edu/housingportal](http://www.ben.edu/housingportal) using their university login credentials to complete the housing application.

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

Yes, all returning students must be registered for fall classes by July 1 to keep their housing reservation.

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

The housing application gathers important student information and preferences and is the stage to form roommate groups. Completing the application makes a student eligible for housing selection. The Room Selection process allows students to choose their housing assignment during the designated Room Selection Placement dates. (See Room-Selection Timeline FAQ for more details).

##### **Who is qualified to participate in the Contract Campaign process?**

All students must be in good financial standing with the university to participate. Students with financial holds can log into the application but cannot complete it or request roommates until the hold is cleared. We encourage students to meet with BenCentral to resolve holds, enabling registration for the fall semester and completion of the housing application. For assistance, email [financialaid@ben.edu](mailto:financialaid@ben.edu), call 630-8229-6100, or visit in person in Goodwin Hall, 2nd floor (behind #Coffee).

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

Students should resolve account holds at least 3 business days in advance to ensure all systems are updated. This allows enough time to form roommate groups before Room Selection begins.

### Application Troubleshooting Tips:

- If you can't find your friend in the search, verify they've completed their housing application
- If multiple people created groups, one person must delete their group
- Check that your group size matches available room configurations (2 people for residence halls, 2 or 4 for Founders' Woods)

### Finding and Forming Roommate Groups (See FAQ Application Resources)

- [Finding Potential Roommates / Creating a Roommate Group](#)
- [Accepting a Roommate Group Request](#)

### Pro Tips for Success

- **Be early:** Room selection operates on a first-come, first-served basis
- **Be prepared:** Have your group formed and verified before room selection begins
- **Be decisive:** Popular rooms go quickly, so have backup options ready
- **Be thorough:** Complete all required forms to avoid delays
- **Be communicative:** Stay in contact with your roommate group throughout the process

### Troubleshooting Common Issues

- "No rooms available" message: Ensure your group size matches available room configurations
- Can't find roommate: Verify they've completed their application and check spelling of their username
- Technical difficulties: Try a different browser, clear your cache, or use a desktop computer instead of a mobile device
- Other issues: Contact the Residence Life Office at [housing@ben.edu](mailto:housing@ben.edu) or 630-829-6124 for Deadlines

### 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 the agreement is forwarded via email and made available within the 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.

## What are the Room Selection dates for returning students?

You can find the priority placement dates on the Housing Portal or at [www.ben.edu/housing](http://www.ben.edu/housing).

## What are the eligibility requirements to live in Founders' Woods?

Students must have at least 30 credit hours before the fall term begins to live in the apartments. Residence Life considers total credit hours plus spring term credit hours in progress to determine eligibility. Students short of credit hours required for sophomore status who plan to take summer classes may still qualify for Founders Woods. It's advised to meet with Residence Life to discuss your plans and eligibility before room selection dates.

## Can eligible rising sophomores, incoming transfer students, or commuter students participate in Room Selection before the Open To All Room Selection dates?

Yes, provided there is one member of the roommate group who 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?

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 the group into spaces in the system. Once assignments are made by the group leader, each student in the group must 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.

Roommate groups should consider desired housing in advance. Communication and planning are crucial, as changes in placement cannot be made. For example, groups should decide on bed assignments and who will share which bathroom.

**Tip:** Each group should have enough members to fill the preferred room or apartment during Room Selection. Be realistic about housing inventory. For example, two-person apartments are limited, but many students want them. Plan thoughtfully about your place in the process and the availability of desired spaces.

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

Applicants without a confirmed, mutually accepted roommate will only see housing options for one person, like singles in Jaeger or Ondrak, or one-bedroom, one-person apartments in Founders.

## **What should I consider if my first choice or plan isn't available?**

Students should consider housing alternatives.

*Example 1:* If you plan to live in a single room or one-bedroom apartment but few are available, find a roommate willing to share a double room or two-bedroom apartment.

*Example 2:* If you and three friends plan to live in a four-bedroom apartment in a specific hall, but none are available, consider other halls with similar layouts or splitting your group into two and choosing two-bedroom units on the same floor in Becker or Roman Hall.

## **What if I want to change rooms?**

Room and roommate selections during the process are binding. Housing assignments are final, and changes aren't allowed. However, students can request an individual room change during the fall semester.

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

Cancellations may occur after room selection if attendance plans change. Units occupied at less than 100% are subject to consolidation. Residence Life will fill vacancies with remaining applicants. Students should use the Housing Portal to confirm roommates during spring and summer leading up to fall move-in. Specific roommate and room change requests may be considered if space is available in the Housing Portal.

## **What accommodations does BenU provide for students with disabilities?**

To request a disability-related housing accommodation, complete the process through the Academic Support Center as outlined in the Student Accommodations Handbook. Direct questions to the ASC office and Residence Life before the room selection process. Visit <https://www.ben.edu/academic-support-center/> or email [accommodations@ben.edu](mailto:accommodations@ben.edu).

## **How will I know if my housing has been confirmed?**

Housing is confirmed once you sign the housing agreement and select your meal plan. A confirmation email will be sent to your BenU email.

## **Are break stays included in my housing costs?**

University Breaks (Thanksgiving, Winter, Spring, & Easter) aren't included in the academic year housing rates. Break approvals are required, and fees vary. After fall move-in, you can submit requests via the Housing Portal under Resident Forms.

## **Meal Plans**

### **How do I use my Meal Plan?**

Your meal plan is loaded to your BCard. Simply present your Mobile ID at any dining location, swipe, and enjoy your meal!

### **What are Dining\$?**

Dining\$ are discretionary dollars that turn your BCard into a debit card at Benny's, #Coffee, and The Pub. They add variety and flexibility to your meal plan, allowing you to purchase coffee, beverages, snacks, and additional meals whenever you want.

## What if I have dietary restrictions?

If you have dietary restrictions, please contact Chris Marks at 630-829-6388 or [cmarks@ben.edu](mailto:cmarks@ben.edu). Our culinary and management team is specially trained to develop delicious solutions that meet your specific dietary needs!

## Where can I redeem a Meal Exchange?

You can redeem meal exchanges at The Pub at Coal Ben on weekends.

## 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\$ do carry forward from Fall to Spring semesters only.

## Am I allowed to change my Meal Plan?

Changes are allowed through the official fall move-in date. The meal plan you choose for Fall Semester will automatically become your selected meal plan for Spring Semester as well.

## How does my weekly plan work?

Ondrak/Jaeger residents: The Gold, Eagle, and Lite meal plan options provide a set number of meals per week. The "meal week" runs from Sunday morning to Saturday midnight and resets every Sunday. Unused meals on these plans do not carry forward to the next week, and Dining will not refund missed meals.

Founders resident have a block meal plan (100 Plan and 75 Plan) that resets each semester.

## Can I share my meal plan with a friend?

Meal plans are not transferable or shareable.

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

Contact our Dining Services management team at 630-829-6388 for any dining or meal plan information!

## BCard Mobile ID Credentials

### What is the BCard?

The BCard is Benedictine University's official campus identification card available to all enrolled students and current faculty and staff, allowing you to access campus services digitally. **Support** - For BCard assistance, contact the Help Desk: [helpdesk@ben.edu](mailto:helpdesk@ben.edu)

### Setting Up Your BCard Mobile ID

1. Set up your Benedictine University Network Credentials and multi-factor authentication by visiting [account.ben.edu](https://account.ben.edu)
2. Go to [eAccounts.ben.edu](https://eAccounts.ben.edu) and sign in with your credentials
3. In the menu, select Profile > Click to Submit a New Photo
4. Follow the process to submit a photo. Your photo and ID document must be submitted and approved before you can download the BCard Mobile ID

## Facilities and Living Arrangements

How do students know what they can bring?

Our list is updated annually. A list of recommended items will be made available through the Housing web page as well as within the Housing Portal beginning June 3. Some items are specifically prohibited, such as halogen lights, air fryers, candles, open coil appliances, and pets.

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.

What are the room layouts in each Residence Hall?

### **Anderson, Kucera, Thomas, and Valentine Hall - Founders' Woods**

- Single Occupancy Bedroom (4 Person)
- 4 bedroom, 2 bath apartment

### **Becker Hall - Founders' Woods**

- Single Occupancy Bedrooms
- Combination of 1 & 2 Person units
  - 1 bedroom, 1 bath apartment (1)
  - 2 bedroom, 1 bath apartment (2)

### **Roman North & South Halls - Founders Woods**

- Single Occupancy Bedrooms (2 Person)
- 2 bedroom, 2 bath apartment

#### **Hall Specific Tips & Info - Founders:**

- Even numbered rooms face the quad side
- Odd numbered rooms face the parking lot side
- Becker, 1 bedrooms are limited

### **Jaeger Hall - Traditional Female**

- Single Occupancy Room (1 Person)
- Double Occupancy Room (2 Person)

### **Ondrak Hall - Traditional Male**

- Single Occupancy Room (1 Person)
- Double Occupancy Room (2 Person)

#### **Hall Specific Tips & Info - Jaeger:**

- Even numbered rooms face sports complex
- Odd numbered rooms face the quad
- *Singles are limited*

#### **Hall Specific Tips & Info - Ondrak:**

- Rooms by Wing
  - East Wing: 00-07
  - West Wing: 16-23
  - North Wing: 24-32
  - South Wing: 08-15
  - *Singles are limited*