



Benedictine University Residence Life

Frequently Asked **QUESTIONS**

New Freshman & Transfer 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 applications, housing agreements, 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 housing application open?

The housing application typically opens in March. Actual dates vary year to year. Students should check the Housing Portal for calendar timeline.

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 presented in the Housing Portal.)

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 preferences 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.

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 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.

How are housing assignments made?

New incoming freshmen are eligible to self-select and reserve a housing assignment through the New Students Room Selection Process timeline. Students should check the Housing Portal for specific dates.

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

New Students - Freshmen: All new students entering in fall will have an opportunity to self-select an available Jaeger or Ondrak housing assignment and assign a confirmed roommate during the New Student Room Selection dates.

New Students - Transfer: All transfer students will have *two opportunities to participate*. *Students are encouraged to visit the housing portal for a timeline.*

- *Early selection with returning students (March/April)*
- *Regular selection with all new students (June/July)*
- *For more information, check Information for Returning Student*

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.

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 a 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 a preferred roommate. Students are encouraged to reach out to their 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 availability within the Housing Portal.

What accommodations does BenU provide students with disabilities?

We encourage students with disabilities to seek assistance by contacting the Office of Academic Accommodations and Accessibility at accommodations@ben.edu or (630) 829-6041.

Visit <https://www.ben.edu/academic-support-center/accommodations.cfm>

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. 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. 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 a meal exchange 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?

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.

Transfers assigned to Founders 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!

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 beginning June 3. Some items are specifically prohibited, such as halogen lights, air fryers, candles, open coil appliances, and pets.

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.

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. The BCard can now be added to your smartphone, allowing you to access campus services digitally.

BCard Mobile ID Features

Your mobile ID helps manage:

- Student meal plans
- BBuck\$ (campus currency)
- Dining\$ (part of your meal plan)
- Building access (including residence halls)
- Where Can I Use My BCard?
- Ondrak and Jaeger Halls (residents and staff only)
- Krasa Student Center
- Goodwin Hall of Business
- Rice Center
- Campus Store (in-person only)
- Library
- Campus Eateries: Benny's Dining, The Pub@Coal Ben, #COFFEE

Setting Up Your BCard Mobile ID

Submit Your Official ID Photo Online:

1. Set up your Benedictine University Network Credentials and multi-factor authentication by visiting account.ben.edu
2. Go to 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

Add to Your Mobile Device:

1. Download the "Transact eAccounts" app from the App Store or Google Play Store
2. Log in using your university credentials
3. Follow the prompts to add your BCard to Apple Wallet, Google Wallet, or Samsung Wallet
4. Once added, you can use your mobile device to access buildings and services just like a physical card

Managing Your BCard

- Web Portal: Visit eAccounts.ben.edu to manage your BCard online
- Mobile App: Use the Transact eAccounts app for on-the-go management
- Check Balances: Monitor your meal plan swipes, BBuck\$, and Dining\$ balances
- Transaction History: View your purchase and access history

Support

For BCard assistance, contact the Help Desk:

- Phone: (630) 829-CARD (2273)
- Email: bcard@ben.edu
- Hours: Monday-Friday during regular business hours