



## **Room Selection Frequently Asked Questions 2020-2021 Incoming Students**

### **I missed the deadline to request and confirm a roommate. How do I confirm a roommate now?**

The deadline for Roommate Request and Confirm was Friday, April 3 at 4 pm CT. At this time, you are no longer able to request and confirm roommates within the housing application. If you find a preferred roommate, please work with that preferred roommate when you receive your access time. Each of you will receive an individual access time based on the date/time you paid your application fee. At the later of your two access times, both of you should log into the housing portal and find a room with two spaces available. One of you selects one space within that room, while the other selects the second space in the room. It is helpful if you are on the phone together while navigating this process. If, for some reason while you are selecting a room, someone else jumps into one of the two available spaces in that room, you can always utilize the room change option within the housing application until July 22 at 4pm CT to find a new room with two available spaces.

### **The roommate that I requested and confirmed within the housing application has decided not to attend Ole Miss. How do I remove them?**

If you are in communication with your confirmed roommate, please ask them to complete the online cancellation form within their housing portal. When Student Housing receives the cancellation, we will delete the roommate group. You can remove yourself from your roommate immediately by selecting any open room and assigning both of you to it. Then, immediately use the room change option and move yourself to the room you really want. This will leave your roommate in the room you originally chose, freeing you to move around and room change without a roommate. NOTE: Please be sure you communicate with your roommate, and do not just leave them in a room without their knowledge. Let's be courteous to one another!

### **Why am I in a room without my confirmed roommate?**

It is possible for one member of the roommate pair to use the room change option to move out of a selected room without the confirmed roommate. Once a confirmed roommate pair has been assigned to a room together, using the room change option will detach roommates. This allows one roommate to room change to a room without the roommate moving as well. Students who wish to remain roommates will have to coordinate room changes so that both students are moving independently to a new room. It is helpful if you are on the phone together while navigating this process. If, for some reason while you are selecting a room, someone else jumps into one of the two available spaces in that room, you can always utilize the room change option within the housing application until July 22 at 4pm CT to find a new room with two available spaces. NOTE: Please be sure you communicate with your roommate, and do not just leave them in a room without their knowledge. Let's be courteous to one another!

**I am a member of a Living Learning Community/Living Group (i.e. Honors, FASTrack, MOST) but my roommate is not, can we live together in my community/group?**

No, both roommates have to be members in order to live in that Living Learning Community/Living Group. If you decide that it is more important to you to live in your community/group, you can detach yourself from your roommate and select a room within your community/group. Otherwise you can select a room for both of you within general community spaces.

**Should my confirmed roommate and I both login at our designated access time? Will that double our chances of getting our preferred building or room type?**

No. If you have a confirmed roommate, decide which of you will select your room for both of you, because if both of you are trying to choose at the same time it could result in not getting your preferred room due to a booking system error.

**I do not have a chosen confirmed roommate. Can I still participate in room selection?**

Absolutely! You do not need a chosen roommate to select a room. At your designated access time, login to the Student Housing Portal and select a bedspace for yourself. You can either look for a room with one available bedspace and view the profile information of the student already assigned to that room, or you can choose a room with two available bedspaces. The second bedspace in that room will be available to all other students of the same gender who are selecting rooms.

**What credentials will I need to participate in room selection?**

You will need your Ole Miss WebID and password to login to the Student Housing Portal. Please be sure you have these, or you will not be able to participate in room selection. We recommend you try logging in prior to room selection to be sure you have no issues. If you do not have your WebID and password, please contact Ole Miss Information Technology at [helpdesk@olemiss.edu](mailto:helpdesk@olemiss.edu) or (662) 915-5222. Student Housing cannot assist you with WebID and password issues.

**What if I have issues logging into the Student Housing Portal during room selection?**

We recommend logging in prior to room selection to be sure you have no issues. If you have trouble logging into the student housing portal, please contact Ole Miss Information Technology at [helpdesk@olemiss.edu](mailto:helpdesk@olemiss.edu) or (662) 915-5222. Student Housing cannot assist you with WebID and password issues.

**I applied to be a Luckyday Associate but have not heard back or do not see rooms in Luckyday available to me. What should I do?**

To check on the status of your Luckyday Associate application, please email Ebonee Carpenter at [encarpen@olemiss.edu](mailto:encarpen@olemiss.edu).

**If I have worked with Student Disability Services and have been approved for a housing accommodation, do I have to pick a room?**

Yes, you need to select a room (pick a space that you'd like). Student Housing will work with SDS on any housing accommodation recommendation approvals and reach out to you via your Ole Miss Gmail during the summer.

**Can I get a private room?**

We do not offer private rooms to freshmen students during room selection. You may select a completely empty room, but the other bedspace will be available to other students of the same gender who are selecting rooms. If the other bedspace in your selected room remains empty, you may be able to privatize the room at an additional cost during the academic year. Based on availability, students living in traditional halls can privatize during fall semester, whereas students living in contemporary halls won't be able to privatize until spring semester.

**I did not receive an access time on April 9, 2020. What can I do?**

Be sure that you paid your housing application fee before the deadline of April 3<sup>rd</sup> at 4 pm CT. Be sure that you checked your Ole Miss Gmail for an email from The University of Mississippi Department of Student Housing. Access times are sent only to your Ole Miss Gmail and not to a personal email account. If you still cannot find your access time email, please email [housing@olemiss.edu](mailto:housing@olemiss.edu) from your Ole Miss Gmail account with a request for your access time to be resent to you.

**Is there any way to guarantee a particular building or room type prior to my access time?**

No. Please do not contact Student Housing to try to guarantee a particular building or room type prior to your room selection access time. Student Housing does not assign incoming students to rooms but uses the self-selection process and access times to ensure that room selection is fair and consistent.

**I don't like my room selection access time, is there anything I can do?**

Unfortunately, you cannot change your room selection access time. Your access time is based on when you paid the \$75 application fee. If you have a confirmed roommate, your times have been averaged together.

**Are you sure my access time was figured out correctly? It seems late considering when I paid my application fee.**

We assure you that all paid application fees were recorded in our housing management software system and were used in date order to generate room selection access times. The exception to this would be confirmed roommates, whose paid application fee dates were averaged together. Please remember that access times for 2020-21 have been configured over a longer period of time, with fewer students selecting each day as a way to alleviate excessive traffic in the Student Housing Portal to help prevent system errors and allow the limited number of staff available to more effectively assist those selecting rooms. It may seem like your access time is late, but access times are very spread out this year.

**Why can't I see rooms in my preferred building?**

If you cannot see rooms in a certain building, this means that there are no spaces left in that building or in some cases, you may not be eligible to live in that building (i.e. buildings that require membership in an optional community or buildings for sophomores and upperclassmen).

**I am a member of a Living Learning Community/Living Group (i.e. Honors, FASTrack, MOST) so why do I not see any of those bed spaces?**

Please reach out to the program to ensure they have added the appropriate profile to you. Once the profile is added, it can take up to 48 hours for those rooms to become available to you. In the meantime, you can self-select any general community space and then use the room change feature within the housing application to move to a space in the community.

**Once I select a room, can I change my booking (room assignment) to a different room?**

Yes, room change will be open within your 2020-21 housing application in the Student Housing Portal until July 22, 2020. After July 22, room changes will close and reopen after the fall semester begins.

**Once a building fills, does that mean I have no chance of living there for 2020-2021?**

No. Room selection is a very dynamic process, which means different rooms open up all the time and inventory is constantly changing due to cancellations and room changes, so check back often if you are looking for a particular building or room type. Remember, room change is available all summer until July 22, 2020.

**If I contact Student Housing, will they change my room assignment to my preferred building or room type?**

No. Student Housing does not assign incoming students to rooms but uses the self-selection process and access times to ensure that room selection is fair and consistent.

**My roommate or I selected a room and have not gotten a confirmation via email. Can you confirm my booking (room assignment)?**

Email confirmations are not sent to students after selecting a room because the room selection process is very fluid, with room changes occurring frequently. This would result in students being inundated with email notifications. Instead, current room assignment information can always be found in the Student Housing Portal. Please log back into the Student Housing Portal. Your booking (room assignment) will be listed on the home page.

**I did not have a confirmed roommate for room selection. How will I know if I have a roommate?**

Student Housing does not automatically notify you when a roommate either selects the other bedspace in your room, or chooses to move out of your room into a different bedspace. The room selection process is very fluid, with room changes occurring constantly and this would result in students being inundated with email notifications. Instead, roommate information can always be found in the Student Housing Portal on the Application Information page within your 2020-21 housing application. You will also be able to view the profile of your roommate from this page which includes their WebID so you can email them (WebID@go.olemiss.edu).

**When will I be billed for housing?**

Fall semester housing charges will appear on your Bursar account in late July, 2020.

**How do I contact Student Housing if I have a question about room selection?**

It will be easiest and most efficient to direct questions to Student Housing via email at [housing@olemiss.edu](mailto:housing@olemiss.edu) or [housingma@olemiss.edu](mailto:housingma@olemiss.edu) which will be continuously monitored Monday through Friday from 8:00am to 5:00pm CT.