



## Room Selection Frequently Asked Questions 2022-2023 Incoming Students

### **When will Student Housing assign me to a room and send my room assignment information?**

Student Housing does not assign incoming students to rooms, but uses a self-selection process in which students select their own residence hall and bedspace within that residence hall. We utilize room selection access times to ensure that room selection is fair and consistent.

### **When will I find out when I can select my room?**

Room selection access times will be emailed only via Ole Miss Gmail on Thursday, April 14 at 4pm CDT to those students who paid the \$75 application fee prior to 4pm CDT on April 8. You can also see your room selection access time in the Student Housing Portal by clicking on 2022-2023 Freshman in the red menu bar and then looking in the Incoming Freshman 2022-23 blue box.

### **I did not receive an access time on April 14 at 4pm CDT. What can I do?**

If it is not yet 4pm CDT, please be patient. Be sure that you paid your housing application fee before the deadline of April 8 at 4pm CDT. Be sure that you checked your Ole Miss Gmail for an email from the University of Mississippi Department of Student Housing. Again, please be patient as there are thousands of emails being sent in batches. Room selection access times are sent only to your Ole Miss Gmail and not to a personal email account. You can also see your room selection access time in the Student Housing Portal by clicking on 2022-2023 Freshman in the red menu bar and then looking in the Incoming Freshman 2022-23 blue box.

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.

### **It is April 14 at 4pm CDT and I do not have access to room selection, why not?**

Room selection access times are emailed at this time. Room selection itself will not begin until the following week.

### **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, you have each received an individual access time based on the date you paid the \$75 application fee.

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

We assure you that all paid application fees were recorded in our housing management software system and were used by date to generate room selection access times.

For Round 1 of room selection, all students who paid the \$75 application fee between September 1 and September 30 were separated and room selection access times were randomly generated from this group. This was done to ensure students who may have been waiting on school transcripts, test scores, or application fee funds were not penalized for their application not being complete by September 1.

For Round 2 of room selection, all students who paid the \$75 application fee between September 30 and April 8 at 4pm CDT were assigned room selection access times in order based on the date/time they paid the application fee.

Please remember that access times for 2022-23 have been configured over a lengthy period of time, with a designated number of students selecting each day as a way to alleviate excessive traffic in the Student Housing Portal to help prevent system errors and allow the number of staff available to more effectively assist those selecting rooms. It may seem like your access time is late, but access times are purposely spread out. Please remember that you are one student among thousands of students who are participating in room selection.

**Is it possible for a student in Round 1 of room selection to have their room selection access time on the same day as a student who is in Round 2 of room selection? Is this an error?**

Yes. All students who are eligible for Round 1 of room selection will have the earliest room selection access times. Round 2 room selection access times may begin on the same day that Round 1 access times conclude, but Round 2 access times will not begin until after the last Round 1 access time has begun.

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

Absolutely! You do not need a confirmed roommate to select a room. At your designated room selection 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.

**Can I get a private room?**

We are not offering private rooms to freshman 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 at a later date. Based on availability, students living in traditional halls can privatize during fall semester, whereas students living in contemporary halls may not be able to privatize until spring semester.

**I have a confirmed roommate. How do room selection access times work for confirmed roommates?**

Each roommate will receive an individual room selection access time based only on when they paid the \$75 application fee. The roommate with the earlier access time can select bedspaces for both roommates. It is important to note that the room change option within the room selection process will not be available to a student until their room selection access time begins, even if they have been pulled into a room by their roommate who has an earlier access time.

**If my confirmed roommate has the earlier access time and is selecting bedspaces for both of us, how do I confirm that I have a room assignment?**

Your room assignment information can always be found in the Student Housing Portal, listed on the Home page. Look here after your confirmed roommate has selected your bedspace.

**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 if we have the same room selection access time?**

No. It is unlikely that you will both have the same access time. If you have a confirmed roommate, determine which of you has the earlier room selection access time and have that person select bedspaces for both of you. Once a room is selected, there is no need for the roommate with the later room selection access time to login at their room selection access time unless they want to participate in the room change option. If you both have the same access time, decide which person will select bedspaces 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.

**If I have a confirmed roommate and while selecting for both of us I see a room with only one bedspace in it, will I be able to select that bedspace?**

No. You will get an error message if you have a confirmed roommate and you try to select a room with only one available bedspace.

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

One roommate may have detached from the roommate by clicking on the Leave Roommate Group button in the Student Housing Portal. It is also 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. One person cannot room change for both confirmed roommates. Once a confirmed roommate pair has been assigned to a room together, if one roommate uses the room change option it 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 new room, someone else selects one of the two available spaces in that room, you can continue to utilize the room change option within the Student Housing Portal until July 13 at 4pm CDT to find a new room with two available spaces. Student Housing will not remove a student from a room once they have self-selected it. 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!

**The roommate that I requested and confirmed within the Student Housing Portal has decided not to attend Ole Miss. Or I no longer want to live with my confirmed roommate. How do I remove them before room selection?**

1—If you are in communication with your confirmed roommate and they are no longer attending Ole Miss, please remind them to complete the online cancellation form within the Student Housing Portal. When Student Housing receives the cancellation, we will delete the roommate group and you will no longer be confirmed roommates. You can also contact Student Housing and share this information with us so we can follow up with the student.

2—If it is **before** April 13 at 4pm CDT (the deadline to request and confirm a roommate in the Student Housing Portal) you can detach yourself from your roommate in the Student Housing Portal by opening

your 2022-2023 housing application, clicking on the Leave Roommate Group button on the Roommate Information page, and clicking on the Continue button at the bottom of the page. This will allow you to search for, request, and confirm another roommate until the deadline, April 13 at 4pm CDT. Each student will need to click on the Leave Roommate Group button in order to start a new roommate search.

3—If it is **after** April 13 at 4pm CDT, the deadline to request and confirm a roommate in the Student Housing Portal, you can detach yourself from your roommate in the Student Housing Portal by opening your 2022-2023 housing application, clicking on the Leave Roommate Group button on the Roommate Information page, and clicking on the Continue button at the bottom of the page. This will allow you to select a bedspace without being attached to a roommate once you have access to room selection. You can select any room with an available bedspace in which you are eligible to live, or you can coordinate with a new preferred roommate to select a room with two available bedspaces. To do this, at the later of your two access times, both of you should login to the Student 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 13 at 4pm CDT to find a new room with two available spaces.

**My confirmed roommate pulled me into a room but now I cannot access room change. Why not?**

Please be sure you are trying to access room change in the Student Housing Portal after your room selection access time opens. Room change does not become available to a student until their room selection access time opens, so even if they were pulled into a room prior to their own access time because of their confirmed roommate, they will not be able to room change until their access time becomes available.

**I have a confirmed roommate. How does room change work for confirmed roommates?**

Confirmed roommates are only booked together during the initial selection of a room. If a pair of confirmed roommates wants to utilize the room change option, each student must room change individually to the new preferred room that has two available bedspaces. Room change does not become available to a student until their room selection access time opens so even if they were pulled into a room prior to their own access time because of their confirmed roommate, they will not be able to room change until their access time becomes available.

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 new room, someone else jumps into one of the two available spaces in that room, you can continue to utilize the room change option within the Student Housing Portal until July 13 at 4pm CDT to find a new room with two available spaces. Student Housing will not remove a student from a room once they have self-selected it.

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

The deadline for Roommate Request and Confirm is Thursday, April 13 at 4pm CDT. After this time, you are no longer able to request and confirm roommates within the Student Housing Portal. If you find a preferred roommate after this date, please work with that preferred roommate when you receive your room selection access times. 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 login to the Student 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 selects one of the two available spaces in that room, you can always utilize the room change option within the housing application until July 13 at 4pm CDT to find a new room with two available spaces.

**I did not have a confirmed roommate by the Roommate Request and Confirm deadline, but I have a preferred roommate now. Can I reserve the other bedspace in my room for them, tell other students they cannot choose the other bedspace in my room, or ask other students not to select the other bedspace in my room to ensure my preferred roommate can select it when their access time opens?**

No. All students participating in room selection have the right to select any open bedspace for which they are eligible without being subjected to pressure from the student assigned to the other bedspace. If Student Housing becomes aware that a student is asking other students not to select the open bedspace in their room or is engaging in behavior that includes coercion, bullying, or bribery, that student may be subject to disciplinary action. In addition, Student Housing will not remove a student from a room once they have self-selected it.

**If I do not have a confirmed roommate and I select a room with two bedspaces, can I control who selects the other bedspace in my room?**

No. You do not control the second bedspace in the room simply because you selected the room first. The second bedspace in the room will be available to all other students of the same gender who are selecting rooms. If another student selects the second bedspace and you are not happy with that student as a roommate, you can utilize the room change option in the Student Housing Portal to select another bedspace. You cannot remove a student from a bedspace, and Student Housing will not remove a student from a bedspace once they have chosen it. The first student to select the room has no more rights to the room than the second student to select. No exceptions.

**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 2022-23 housing application. You will 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).

**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).

**Once a building fills, does that mean I have no chance of living there for 2022-2023?**

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 13 at 4pm CDT at which time it closes to facilitate move-in appointment selection. Room changes will be available again after the fall semester begins.

**If I contact Student Housing, will you 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. We will not change your room assignment.

**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 contact Luckyday Residential College directly.

**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 the rooms designated for 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 spaces for which you are both eligible.

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

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 space available to you and then use the room change feature within the Student Housing Portal to move to a space in your eligible community once it is available to you.

**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 to finalize your room assignment. If you have already received an initial communication from Student Housing, please follow the steps provided and reach out to us after you select a room.

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

Yes, room change will be open in the Student Housing Portal within your 2022-23 housing application until July 13 at 4pm CDT. After July 13, room changes will close in order to facilitate move-in appointment selection. Room changes will be available again after the fall semester begins.

**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.

**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 Monday through Friday 8:00am to 5:00pm. Student Housing cannot assist you with WebID and password issues. You will also need your Ole Miss student ID number (*example: 10111111*) so be sure you have it with you as well.

**What if I have issues logging in to 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 in, please contact Ole Miss Information Technology at [helpdesk@olemiss.edu](mailto:helpdesk@olemiss.edu) or (662) 915-5222 Monday through Friday 8:00am to 5:00pm. Student Housing cannot assist you with WebID and password issues.

**What if I have issues logging in to the Student Housing Portal and I've already spoken to Ole Miss Information Technology (Help Desk)?**

If you are having trouble logging in and you have already spoken to the Ole Miss IT Help Desk, please try the following:

- Deleting your cookies
- Trying a different internet browser
- Using a computer instead of a mobile device

If you are still having trouble after contacting the Ole Miss IT Help Desk and trying all three of the options above, please call Student Housing and have the following information ready: Student's full name, Ole Miss ID#, the error message # you are getting (if applicable).

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

Fall semester housing charges will appear on your Bursar account in late July, 2022.

**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 CDT. You can also call our Marketing Assistants at 662-915-1091 Monday through Friday from 8:00am to 5:00pm CDT.