ASU Fall 2013 Housing Registration
Frequently Asked Questions

What is Housing Registration/Building Selection?

The priority My Housing registration process is an application period dedicated strictly for current residents. The process is to provide current customers with the first pick of all available housing allocated to returning residents. Students who are not current residents will be allowed to select housing AFTER the returning residents have been offered a priority process. The projected date for off campus housing registration is May 6, 2013.

What buildings can I choose from?

Residence Hall Classification Allocations and Requirements:

Non-First Time Freshmen Halls (FTF students may not reside in these halls)

Hall	Classification Requirements	Gender Requirements
North Hall	Returning Freshmen, Sophomores, Juniors, Seniors *First and Second Floor Singles; Third Floor Doubles*	Females Only
South Hall	Returning Freshmen, Sophomores, Juniors, Seniors *First Floor Singles; Second Floor Doubles*	Males Only (1st & 2nd floor)
Hall 1	Returning Freshmen, Sophomores, Juniors, Seniors	Females Only
Hall 2	Returning Freshmen, Sophomores, Juniors, Seniors	Co-Educational by floor
Hall 3	Students w/24 earned* credit hours	Co-Educational by floor
Hall 4	Students w/ 55+ earned* credit hours; Non-traditional students	Co-Educational
Hall 6	Returning Freshmen, Sophomores, Juniors, Seniors	Co-Educational by Wing

- Please note that students desiring to reside in Hall 3 must have earned a minimum of 24 credit hours. Classes used to determine credit hours must have been passed with an acceptable grade and credited toward graduation.
- Student desiring to reside in Hall 4 must have earned a minimum of 55 credit hours towards graduation. Classes used to determine credit hours must have been passed and credited toward graduation.

*Cumulative earned credit hours are hours accepted and/or taken, as well as passed, at ASU.

I want to register for a hall I do not currently qualify for, but I will have enough hours at the end of Spring or Summer semester. Can I register for the hall of my choice now?

Housing will not project qualifications. We advise students to select a hall and room based on their current qualifications. Students may cancel and reselect halls and rooms at a later date if desired. This way the student will be ensured of having a space for Fall semester. Please note that once a student cancels a room reservation there are no guarantees that the room they desire will be available. All cancelations are initiated at the student's own risk.

If I cancel my room will I be penalized?

Students may cancel their room reservation by July 10 without penalties. Any cancellation after July 10 will be subject to penalty charges as per the housing agreement.

The system seems to be running slow. Why?

The My Housing server can only process a certain number of transactions per minute. If to many students access the portal at one time, the server slows down. If the load over capacitates the server, students will not be allowed to access the portal until some students have exited the portal. Please just try again later if this happens.

How many hours do I need to participate in the housing registration process?

All students MUST register for a minimum of six (6) credit hours in order to participate in the housing registration process. While this is true, all students must obtain twelve (12) or more credit hours to check-in and/or live in housing.

How do I select my Roommate?

Begin by pairing with other residents. Then, identify a building of which both students qualify. Once a student has identified the person he/she would like to room with, he/she will then be able to follow the directions in the portal for roommate selection and requests.

If a student does not have a roommate preference, there are tools within the portal system that may be used to assist with the process of identifying a suitable roommate. Based on select questions and answers, these tools allow each student to check compatibility rates. The system will also allow students to send messages to other students for more information or have private conversations. Once a student identifies a suitable roommate he/she may send or accept a roommate request.

Can I select all of my suitemates?

Not directly, but all preferred suitemates may attempt to select the same unit.

What is the difference between a roommate and a suitemate?

A roommate is a person sharing a room with another student within the same four walls or a person sharing one side of a suite with another student. In a suite, there are four individual bedrooms within a unit and roommates share one side and one bathroom. In cases of Hall 6 where there are two separate bedrooms both parties are considered roommates.

How many single units are available?

There are approximately 75 single units offered for Fall 2013.

Where do I go to pay my housing application fee and how much is it?

The housing application fee is $50, plus a 3% processing fee. We advise that students have a minimum of $55 available on the card used for payment. The fee is to be paid during Phase I of the housing registration process and must be paid within the portal.

What are the acceptable forms of payment for the registration fee(s)?

MasterCard, Discover or American Express. Unfortunately, the portal does not accept VISA at this time.

What if I only have a VISA?

Using their own discretion, students may purchase a prepaid MasterCard, Discover or American Express card for use. Please be sure to have a minimum of $55 available. Split payments may not be made within the portal.

May I use my Higher One Card to pay my application fee?

Yes, but only within the My Housing Portal.

May I pay my application fee online using Banner Web?

No. This will cause much delay in your application process and may require the student to pay twice.

May I pay my application fee at the cashier's window? No. This will cause much delay in your application process and may require the student to pay twice.

Whom do I contact to remove holds?

Some holds will prevent the student from reserving your housing, so we advise that the student clear all holds prior to the time for room selection. If it is a housing hold, please visit the housing office. If it is a financial hold, please pay all outstanding charges on your account, preferably at the ASU cashier's window. If it is any other hold, and you are not sure whom to speak to, you may ask your academic advisor.

What happens if the hold is not removed prior to the start of housing registration?

Students will not be able to begin the housing registration process until all holds are removed. These holds are judicial, financial, housing, academic suspensions.

What information do I need to login to the My Housing Portal?

Students will need their My Campus login username and password.

Whom should I contact to receive, change or update my "My Campus" login information?

1. We strongly encourage students to use the Password reset tool online. Students must register their accounts prior to the password expiration date. Once registered, students may access the password reset tool anywhere via the web to reset your password.
    a. Visit http://password.asurams.edu directly using your My Campus account or http://www.asurams.edu
    b. Click on Quick Links in the top right corner of the page
    c. Click Student Technology (the second option under Student Online Tools)

2. Faculty, staff and students may also call the Help Desk at 229-430-4909 or visit us on the 1st floor of the library.

3. Students may also use the Help Desk self-service to put in a ticket. They may access this by:

    a. Visiting http://www.asurams.edu

b. Click on Help in the top right corner
c. Click on Help Desk (last option in the menu).

When are the dates for the "My Housing" registration?

March 8 – March 31, 2013 - Phase I is when students will complete all basic steps of the application process, including application fee payment

April 22 – April 26, 2013 – Phase II is when students will receive their room selection timeslots and students will enter into the portal for room selection. Students will be issued their time slot in based on the following scale.

GPA Room Selection Time Slot Scale

1. 4.0 – 3.5 First Priority
2. 3.49 – 3.0 Second Priority
3. 2.99 – 2.5 Third Priority
4. 2.49 – 2.0 Fourth Priority
5. 1.9 and below Fifth Priority

What if my roommate and I are in different priority groups?

If students have requested and agreed to be roommates within the My Housing portal the first student to enter may reserve both beds. It is highly advised that both students agree on where they would like to live prior to room selection. All roommates **must qualify** for the hall in which they desire to live.

Do I have to have a meal plan? Why?

Yes, all residents must have a meal plan. ASU knows that there is a direct correlation between a having access to healthy meals and making the grade. Therefore, we require that each resident purchase a meal plan to ensure a productive environment that will lead to student success.

I never eat all of my meals or use all of my declining balance dollars. What happens if I do not use all of my meals or declining balance?

Meals do not roll over. Regardless of whether a student eats in the cafeteria, the meals are prepared for them. Housing's policies are prescribed so that students have access to healthy meals. Declining balance dollars, on the other hand, will roll over from Fall to Spring semester. All declining dollars should be used by the end of Spring semester. Neither meals or declining dollars roll over to the summer semester.

Whom may I contact if I have more questions?

Students may contact their Hall Manager or GARD for further guidance. Students may also call the Housing Office at 229.430.4741 or email us at asuhousing@asurams.edu. The Housing and Residence Life Central Office, located at Hall 3, directly across from the campus Subway.