

RETURNING RESIDENT PROCESS

FREQUENTLY ASKED QUESTIONS

ABOUT THE PROCESS

1. What is the Returning Resident Process?

The Returning Resident Process is a process which allows current residents to sign up for a housing space for the following academic year. Housing living options change from year to year, so it is important to check the Returning Resident Newsletter for details about the process (sent electronically via MySJSU accounts and handed out by Residential Life building staff to residents in March).

2. What are the advantages to participating in the Returning Resident process?

Participants are not required to pay the \$50 application fee. Also, you have the ability to select a specific room/space from the available spaces rather than being randomly assigned. You also have the opportunity to sign up for available spaces before any new applicants. Lastly, most residents in CVA and CVB will have the opportunity to reserve their current room/space.

3. Here is how the process works:

Step 1. “Application Process” (Tuesday, April 1st through Friday, April 11th at 5 pm)

To participate in the Returning Resident Process, you must complete the application process in multiple sessions on the Housing portal (accessible from the Housing web site) depending on your sign-up day. You will need your SJSU ID # and your SJSUOne account password to log into the Housing portal. The first time you log into this portal to sign up, you will need to complete your personal details and emergency contact information, and sign your license agreement online. Next, you will need to submit your \$600 initial payment, via MySJSU or at the Housing Cashier window. This step must be completed between the dates of **Tuesday, April 1st and Friday, April 11th**. You must complete Step 1 and pay your \$600 initial payment by **Friday, April 11th at 5pm**.

Step 2. “Renew Your Current Room” (Tuesday, April 1st through Friday, April 11th at 5 pm)

If you are a current CVA or CVB resident and you would like to keep your current space for next year, you must log back into the portal a second time to renew your current room. This must be done **AFTER** you complete Step 1 (Prior to Friday, April 11th at 5pm). **Please Note:** There is a waiting period between making a payment and accessing the portal to retain your space. Please allow at least 24 business hours after completing the online application and making the \$600.00 initial payment before attempting to log back into retain your space. (Current CVA & CVB residents only.)

Step 3. “Roommate Group Sign Up” (Tuesday, April 15th through Thursday, April 17th)

If you would like to live in a different space next year with roommates, you will skip Step 2, and log back into the portal during the “Roommate Group Sign Up” days (Tuesday, April 15th through Thursday, April 17th). At this time you will create your roommate group and wait to receive your lottery day/time. Lottery or Wait List notifications will be sent to the email associated with your MySJSU account on **Friday, April 18th**. (See the back of the Returning Resident newsletter for more information on Roommate Groups.)

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Step 4. “Room Selection by Lottery” (April 22nd through April 24th)

The last time you will log into the portal will be to select a room for next year by lottery day/time. At this time, you or your roommate group leader will select a space for you and your group. Each group member will need to log into the portal to select their own meal plan and parking if applicable. There is a chance that you and your group could be placed on a wait list. Please see the back of the newsletter for more information on the **Wait List**. If you miss your lottery day/time, you may log into the portal and complete your room selection anytime after your lottery day/time up until April 24th.

4. What if I missed my time?

If you miss your sign up time, you may sign up at any time after your lottery day/time has passed. If you completely miss the lottery process, you will need to sign up for a housing space as a new resident. There are no makeup days.

5. What do I need in order to sign up for the Returning Resident Process?

To participate in the Returning Resident Process, you must complete the application process in multiple sessions on the Housing portal (accessible from the Housing web site) depending on your sign-up day. You will need your SJSU ID # and your SJSUOne account password to log into the Housing portal. The first time you log into this portal to sign up, you will need to complete your personal details and emergency contact information, and sign your license agreement online. Next, you will need to submit your \$600 initial payment, via MySJSU or at the Housing Cashier window. This step must be completed between the dates of **Tuesday, April 1st and Friday, April 11th**. You must complete Step 1 and pay your \$600 initial payment by **Friday, April 11th at 5pm**.

6. Where do I go to sign up for the Returning Resident Process?

The entire process can be completed online. You will need to go to the Housing web site: www.housing.sjsu.edu, and click on the “Apply Now” link. If you do not have access to a computer, you may use the computer in the UHS lobby. To complete the sign up process, you must submit your \$600 initial payment and license materials to the Housing Office no later than 5:00pm on Friday, April 11th. If you have questions as you complete the process, feel free to contact our office at [\(408\) 795-5600](tel:4087955600) during regular business hours of Monday through Friday, 8:00am to 5:00pm. You may also email us at: uhs-frontdesk@sjsu.edu, and we will respond as soon as possible. Throughout the process the Campus Village Computer Lab will be open at designated times to provide assistance as well.

LOTTERY

7. What is a lottery and where do I find my lottery day/time?

Lottery is a selection system used by University Housing Services to ensure that all residents have a fair chance of obtaining their desired space. Each resident is given a random lottery day/time through their University Housing Services account at: <https://apply.housing.sjsu.edu>. The login is the participant’s SJSU ID and the password is the participant’s SJSUOne account password. Participants who miss their lottery day/time, may sign up at any time after their lottery time has passed.

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8. How are lottery numbers generated?

Lottery numbers are randomly selected and assigned through the University Housing Services database.

MEAL PLANS

9. Do I need to sign up for a meal plan?

Meal plans are optional. If you decide not to sign up for a meal plan, you may skip the meal plan page. Meal plan information can be found at: <http://www.spartanshops.com/mealplans>.

PAYMENTS

10. If I sign up for the Returning Resident Process, when do I have to pay?

Participation in the process requires that you submit the initial \$600 payment by 5pm on Friday, April 11th. The remainder of your first housing payment will be due by July 14, 2014. This payment can be for the full semester or, if you choose, you may select the Installment Payment Plan and pay only the remainder of the first of four installments by this same due date.

11. What methods of payment are accepted?

You may submit a check (made payable to SJSU Housing Services) prior to 5pm on April 11th; or cash may be remitted to the Cashier in the Housing Office on the 2nd floor of CVB. You may also pay by Visa, MasterCard, Discover, American Express or E-check through MySJSU. There is a 2.9% service fee for using a credit card. If you are paying via MySJSU, select the "Fall 2014 Initial Housing Payment" option. These payments may be made ahead of time if this is more convenient.

12. What if I can't pay on the day that I sign up?

Everyone who participates in the Returning Resident Process is required to pay the \$600 initial payment prior to 5pm on Friday, April 11th. If you do not submit the initial payment your application will be cancelled. If you are unable to submit the \$600 initial payment during the Returning Resident process, yet still want to sign up for on campus housing, you will be considered a "New Applicant." As a "New Applicant" you will need to submit a new housing application and pay both the \$50 application fee and \$600 initial payment. In addition, you will be assigned along with all of our new applicants for housing, based on availability.

13. Do I have to pay the \$50 application fee?

No. You can save \$50 by signing up for housing during the Returning Resident Process. If you sign up for housing after the Returning Resident process, you will be considered a "New Applicant" and be required to pay the \$50 application fee.

14. Can I pay with my financial aid?

No, the full \$600 initial payment must be submitted prior to 5pm on Friday, April 11th.

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ROOMMATES

15. How do I sign up with my roommates? Do they have to be present?

No, they do not have to be present. If you would like to live in a different space next year with roommates, you log back into the portal after you have completed Step 1, during the “Roommate Group Sign Up” days (Tuesday, April 15th through Thursday, April 17th).

At this time one person in your group will create your roommate group and wait to receive your lottery day/time. Lottery or Wait List notifications will be sent to the email associated with your MyJSU account on **Friday, April 18th**. (See the back of this newsletter for more information on Roommate Groups.)

16. What if my roommates (or I) can’t sign up at our lottery time?

If you or your roommates cannot sign up at your lottery time, you may sign up at any time after your lottery time has passed. Please note: The later you sign up, the fewer available spaces you will have to choose from.

17. Can I change my roommate, but keep the same space?

Yes. You have two options:

- a. You can sign up to renew your space on the same space sign up day, (Tuesday, April 1st through Friday, April 11th) and then your desired roommate can sign up during his/her lottery day/time to sign up if the space is still available. We cannot hold spaces for roommates.
- b. You and your desired roommate can both sign up on the day of the lowest lottery number and sign up together for your current space if it is still available. If it is not available, you can both sign up for another available space.

ROOM SELECTION

18. Can I keep the same space for next year?

If you live in Campus Village Building A (CVA), and in most instances, Campus Village Building B (CVB), you can retain the same space for the ’14-’15 academic year. If you live in Hoover, Washburn, Royce, CVC and Joe West, you may NOT retain your current space.

19. How can I move to CVA and when do I sign up to move there?

Please note that only those who will be Juniors, Seniors or Graduate students in Fall 2014 may live in CVA. If you currently do not live in CVA and want to move to CVA for ’14-’15, you can sign up for an available CVA space during the lottery process. This process runs from Tuesday, April 22nd - Thursday, April 24th. Please log into the Housing portal on the day and time that corresponds with your lottery number after you have completed your application and paid \$600 between the dates of April 1st – 11th.

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20. How can I move to CVB and when do I sign up to move there?

If you currently do not live in CVB and want to move to CVB for 2014-15, you can sign up for an available CVB space during the lottery process. This process runs from Tuesday, April 22nd - Thursday, April 24th. Please log into the Housing portal on the day and time that corresponds with your lottery number after you have completed your application and paid your \$600 between the dates of April 1st – April 11th.

21. Why can't I keep my room in Joe West?

There will be no spaces available in Joe West for returning residents.

ROOM SELECTION BY CURRENT LIVING AREA

22. I live in the Bricks, what are my living options for next year?

- a. Sign up for a space in CVB for next year. This option is available for sophomores, juniors, seniors and graduate students. This is done online Tuesday, April 1st – Friday, April 11th. You must pay your \$600 initial payment by 5pm on Friday, April 11th. Then complete steps 3 & 4.

23. I live in Joe West, what are my living options for next year?

- a. Sign up for a space in CVB for next year. This option is available for sophomores, juniors, seniors and graduate students. This is done online Tuesday, April 1st – Friday, April 11th. You must pay your \$600 initial payment by 5pm on Friday, April 11th. Then complete steps 3 & 4.
- b. If you are going to be a junior, senior, or graduate student for next year, you are eligible to sign up for available spaces in CVA and can do so online on the day/time that corresponds to your lottery number. The lottery process runs from Tuesday, April 22nd through Thursday, April 24th. (Must complete step 1 first.)

24. I live in CVA, what are my living options for next year?

- a. Keep your current space. Sign up to renew your current space for next year Tuesday, April 1st through Friday April 11th. Do this on-line, through the Housing portal (found on the housing web site), from any computer. You must pay your \$600 initial payment by 5pm on Friday, April 11th.
- b. If you currently live on the 7th or 8th floor and want to sign up for a different space on the 7th or 8th floor for next year, or you will be a graduate student, faculty or staff next year, sign up online on the day/time that corresponds to your lottery number. The lottery process runs from Tuesday, April 22nd through Thursday, April 24th. (Must complete step 1 first.)
- c. Move to CVB. If you are an Undergraduate, or Graduate student, you can live in CVB next year. Please sign up online on the day/time that corresponds to your lottery number. The lottery process runs from Tuesday, April 22nd through Thursday, April 24th.

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25. I live in CVB, what are my living options for next year?

- a. In most instances you will be able to keep your current space. Sign up to renew your current space for next year Tuesday, April 1st through Friday April 11th. Do this on-line, through the Housing portal (found on the housing web site), from any computer. You must pay your \$600 initial payment by 5pm on Friday, April 11th.
- b. Choose a different space in CVB. Please sign up online on the day/time that corresponds to your lottery number. The lottery process runs from Tuesday, April 22nd through Thursday, April 24th. (Must complete step 1 first.)
- c. If you are going to be a junior, senior, or graduate student for the '14-'15 academic year, you are eligible to sign up for available spaces in CVA and can do so online on the day/time that corresponds to your lottery number. The lottery process runs from Tuesday, April 22nd through Thursday, April 24th. (Must complete step 1 first.)

26. I live in CVC, what are my living options for next year?

- a. Sign up for a space in CVB for next year. This option is available for sophomores, juniors, seniors and graduate students. This is done online Tuesday, April 1st – Friday, April 11th. You must pay your \$600 initial payment by 5pm on Friday, April 11th. Then complete steps 3 & 4.

WAIT LIST

Due to the limited number of spaces available, not all participants who complete the application and pay the \$600 initial payment prior to Friday, April 11th at 5pm will receive a lottery day/time. Those who do not receive a lottery day/time will be notified that they are being placed on the wait list.

Participants who chose to be placed on the wait list during the application process will remain on the list until we have a space available, unless they choose to cancel. Participants may cancel without penalty and receive a full refund of the \$600 initial payment. (Money will be refunded within two weeks of cancellation notice.)

While there is no way to tell when spaces will become available, University Housing Services expects to house all students who are placed on the wait list.

SERVICES (PARKING & PHONE)

27. Can I sign up for parking during the Returning Resident Process?

Yes, please select this option when you reach the Parking page of the online process. Parking is on a "first come first serve" basis. More information on parking can be found on the Housing web site at www.housing.sjsu.edu.