Q: When is freshmen move-in?

A: Freshmen Move-in, also known as the Big Move-in Day, is normally the Wednesday prior to the first day of classes for the fall term. This year the Big Move-in Day is tentatively set for Wednesday August 12, 2020; whereas classes are scheduled to begin Monday August 17, 2020. Based on your assigned building and floor, you’ll have specific check-in times, which will be provided at a later date. Also, check for general announcements and building-specific emails from your prospective Residence Facility Director or from the Director of Residence Life, via your campus email.

Q. Why is the housing application showing the wrong gender building/rooms when I enter my room preferences?

A: Our housing application software gets student profile and biographical information from what’s created in the Records Office. This could mean your University records have you as the wrong gender. If this is the case, contact the Records Office to make this correction at records@tnstate.edu or (615) 963-5300. Once they correct it in the Banner database, it updates the next day in our housing application software; thus, displaying the correct gender rooms on the housing application.

Q: When will freshmen assignments be released?

A: Freshmen assignments are released on a first-come, first served basis. If you applied between March 1st and April 30th, you will receive your assignment by Memorial Day Weekend. Afterwards, assignments will be released weekly on Friday afternoons. Still, you can also visit the Housing Portal via your myTSU account and “View My Assignment.”

Q: When will fall 2020 Returning/ New Transfer/ Readmitted student assignments be released?

A: Assignments will BEGIN to be released May 19, 2020 and will be processed throughout the summer. There will be a number of bed spaces allocated to Returning Students for Self-Assignment. These applicants will select from these spaces when their designated self-selection period begins, based on their application and available spaces allotted for Self-Assignment. Other returning students, as well as New Transfers/Re-Admitted students, will be assigned manually by the housing assignments team.

When the number of applicants reaches the allotted (available capacity) bed spaces on campus, the regular housing applications will close and a Waiting List Application will open 48 hours (2-days) later. Students who complete a waiting list application will not be eligible to participate in the Self-Assignment process, and are not guaranteed a space on campus. Waitlist applicants will receive a room assignment once a cancellation has been received that allows us to place them in a room on campus.

Q: Where do I get my room assignment?

A: Room Assignments will be viewable online through the myTSU Housing Portal. To access it: log in, go to Banner Services, then Student and then Housing, then RMS Student Web, go to your student type, then select
the “View My Assignment” button. If your assignment is ready, you will see it there. If a roommate has also been assigned, you can view this information there as well. If any fields are blank, it means you have not yet been assigned a room or roommate. You can check back at a later date to see if it has been updated.

Q: I want to request a roommate. What do I do?

A1: Fall 2020 students who are Continuing from spring 2020 who applied on or before April 22nd, will not enter a roommate preference on their Fall 2020 Returning Student application; however, will be able to create a roommate group during the first week of May, if they chose. Each applicant will create their unique Roommate Group PIN, which they would share with the person(s) they want to be roommates. Continuing students who apply April 23rd and afterwards will have the option to enter a roommate preference on their Fall 2020 Returning Student Application and will not create Roommate Group PIN.

A2. Fall 2020 students who are New First-time Freshmen, New Transfers, or Re-admitted, are able to create their roommate groups on their Fall 2020 New Student and Fall 2020 Transfer/Readmitted applications, respectively. Thus, they will not be required to create a Roommate Group PIN after they apply.

A3. After we begin making room assignments, applicants will not be able to change their roommate preferences via the Housing Portal. They can email reslife@tnstate.edu and request a roommate change, but unless a cancellation occurs in your particular room, it is unlikely we will be able to honor it before move in. We will have a hall transfer period the first full week of September. After our no-shows and cancellations are processed, we can work to place you together at that time; however, the requests are not guaranteed.

Q: I applied using the Waiting List application. Will I be assigned housing?

A: Residence Life will be in touch via email regarding the status of your application. We do not guarantee on-campus housing for anyone who apply using the Waiting List application, so we encourage you to apply as early as possible. Additionally, Waiting List applicants will not have the option to enter preferences. If you have to apply using the Waiting List application, it’s a good idea to begin looking at off campus options.

Q: How long is the waiting list?

A: We cannot determine this until after the Waiting List applications are submitted and assessed. Nevertheless, it’s primarily determined on the number of Cancellations, NO Shows, and Checkouts. Again, we do not guarantee housing for waiting list applicants, so we strongly suggest beginning to at least look at off campus accommodation, IF you submit a Waiting List application. We have some referrals, and will add more, to our Alternate Housing Options page at www.tnstate.edu/housing

Q: How do I change my meal plan?

A: Keep in mind that the meal plans have rules that are defined by residence facility in which you are assigned and your classification. Thus, some plans are not available based on those criteria. For those who are eligible to modify their meal plans, they must submit a Meal Plan Agreement Form to the Office of Residence Life. As long as you meet the credit/facility requirement for the change, we will make the requested change to your
meal plan and let you know once this is completed. *Note: Meal plans cannot be removed or decreased after registration ends for the given term.*

**Q:** I want to cancel my housing. How do I do this?

**A:** Cancellation forms are available online through myTSU. Click Banner Services, then Student, then Housing, then RMS Student Web, go to your student type, then “Cancel My Housing.” Once you submit your cancellation request, it cannot be undone (un-cancelled). If you are already assigned, you should cancel before the first day of classes for the term, in order for 100% of the room fees to be removed. If you have not been assigned, you need to cancel so that we won’t assign you and assess fees. There are % refund dates set by the Bursar’s Office (Business Office), which are followed by the Office of Residence Life. If you cancel and later decide you want campus housing, you will have to get in the order of your new request.

**Q:** I am seeing a commuter meal plan on my account. What is this and how do I get it removed?

**A:** The Commuter Meal Plan ($200 Dining Dollars) is automatically assigned to off-campus residents when they register for the term. There are exceptions for those who are taking all online courses. For more information about the Commuter Meal Plan, send an email to commutermealplan@tnstate.edu. More information can be provided by the Office of Auxiliary Services. If you will not be residing on campus, you cannot opt out of the $200 commuter meal plan, but can request a refund of unused commuter dollars at the end of the academic year. *Note: All on-campus residents must have a meal plan.*

**Q:** “My parent(s) or guardian have to work and I will not be able to Move-in on the scheduled Move-in dates (New Freshmen-August 12th, Continuing/Transfer/Re-admit-August 14th)"

**A:** If you cannot move in on your designated move-in date, you will not be permitted to check in early but you CAN check in late. To do so, you will need to complete the “HOLD MY ROOM” form. This is available online through the Housing Portal via myTSU. Additionally, you can email your prospective Residence Facility Director to make arrangements for a late check-in.

**Q:** Is course registration a requirement of receiving an assignment?

**A:** At this time course registration is NOT a requirement of receiving an assignment but it is a requirement of residing on campus. To eliminate any issues, you should be registered for classes prior to your designated move in date. If you fail to register for classes or your classes are dropped, you are at risk of losing your housing assignment.

**SPRING 2020 PRO-RATED ROOM AND MEAL PLAN CREDITS**
*(Due to the facilities closing early on March 21st)*

**RECAP:** On March 13, 2020, the University’s Administration mandated that the residence facilities close on March 21, 2020 by 4:00 p.m. For that reason, students were required to vacate. This announced closing provided an eight days advance notice.
ACKNOWLEDGEMENT: The Department of Residence Life and Housing appreciates the swift and orderly response by which our residents vacated. We look forward to seeing our returning students for the fall 2020 term. Summer 2020 courses will be online, and there is currently no scheduled 2020 Summer School Housing.

ACTION: The University’s Administration has approved for students to NOT be charged for the remaining 41 housing days (facilities were originally scheduled to close May 1st) that they would not be residing on campus, NOR would they be charged for the remaining (unused) balances on their meal plans.

RESULTS: Room and Meal fees, for those who vacated by March 21, 2020, have been prorated and credited back to students’ accounts. Room fees were prorated daily, based on your facility and room type. Meal Plan usage and balances are managed by Campus Dining (ARAmark, Inc.) and they provided the necessary fee adjustments for those. Students can view room and meal adjustments themselves via their myTSU accounts. Some students may receive refunds and some may not, depending on their individual student accounts (balances, scholarships, and other aid, etc.). The Department of Residence Life and Housing does not determine or issue refunds. Refunds are issued by the Bursar’s Office.