

# FREQUENTLY ASKED QUESTIONS

**Q1: Can I reduce or remove my meal plan?**

**A1: After February 8, 2021, meal plans can only be increased or added.**

**Q2: Can I get my \$100 Housing Deposit back?**

**A2: No. It is non-refundable. This was an exception made Fall 2020.**

**Q3: How can I get a room or building change?**

**A3: If moving within the same building, contact your Residence Director. If moving to another facility, contact the Office of Residence Life at [ResLife@tnstate.edu](mailto:ResLife@tnstate.edu) or (615) 963-5361, to request a hall transfer.**

**Q4: If I cancel my housing, will I get a refund on my room and meal fees?**

**A4: This depends on when you cancel and if you remain enrolled for the term. Students enrolled and residing on campus cannot cancel meal plans. Students enrolled who cancel housing are subject to the 100%, 75%, 25%, 0 refund dates set by the Bursar's Office. Students who are not enrolled who cancel room and meals will be prorated for the exact usage of their meal plan and for the number of days they reside on campus.**

**Q5: When do the residence facilities close for the spring 2021 term?**

**A5: April 30<sup>th</sup> 4:00 p.m. or after your last final exam**

**Q6: When will Fall 2021 Housing Applications open?**

**A6: March 1<sup>st</sup> for Fall 2021 First-time freshmen students, and April 1<sup>st</sup> for Fall 2021 Continuing/Transfer/Re-admitted students.**

**Q7: How can I contact someone from Financial Aid, Admissions, Records, Bursar, or Student Health Services?**

**A7: Visit the respective websites for more contact information. [https://www.tnstate.edu/financial\\_aid/](https://www.tnstate.edu/financial_aid/), <https://www.tnstate.edu/admissions/>, <https://www.tnstate.edu/records/>, <https://www.tnstate.edu/bursar/>, <https://www.tnstate.edu/healthcenter/>**