Phase 3 Housing Application FAQ

1. If I am in a room with the wrong roommates, can I select a different room?
   a. First-Year Students: This was most likely caused by another group of students being interested in the same room as you, resulting in you both selecting it at the same time. If you are in a room with other people, we recommend that you stay in that room as housing is filling up. If you would like to be released from your room, housing might be able to accommodate you in another room, however limited spaces are available.
   b. Upper Class Students: At this time, we recommend all upper-class students stay where you are. We do not have any additional upper-class beds on the Kennesaw Campus.

2. What if I want to live on the opposite campus?
   a. First-year students are assigned campuses for residence based on majors. If you would like to live on the opposite campus, you need to submit an exemption form.
   b. Upperclassman cannot select a different campus until May 20.

3. What if the room size that I am looking for is not available?
   a. There may not be anything available for your roommate group. If the housing portal isn't displaying anything, you will have to split your group and select from the rooms available.

4. Can I as a group leader appoint beds in other units for my group?
   a. No, you can only choose rooms that are in the same unit. If your group is split up you will need to have another person in your roommate group assign beds in a different unit.

5. What if I am looking for a specific room but it is not listed?
   a. If you are looking for a specific room number, we cannot manually place you in that room. Instead you will have to search for it when your time slot is available. If you cannot find it, someone else has most likely already reserved it.

6. If I am a transfer student, when does my ticket open?
   a. Transfer students can register for housing starting May 20. You will receive your time ticket in the housing portal sometime before that. However, we will likely be on a waiting list by this time. You can add yourself to the waitlist through the housing portal at your appointed time given to you on your time ticket.

7. I am a returning student, when does my time ticket open?
   a. If you have lived on campus previously, you are considered a returning student. As a returning student, you can select your housing starting May 10. You will receive your time ticket within a week before selection.

8. What do I do if no rooms are available?
   a. Unfortunately, if you are unable to see any rooms it means we no longer have any rooms available. We are opening the waitlist soon. If you would like, you can elect to be placed on the waitlist should a space become available. You will manually place yourself on the waitlist in the housing portal once it opens.
   b. After you are placed on the waitlist, we will reach out to you via your KSU email if a room becomes available and you will have 48 hours to respond.

9. What if I want to cancel my housing agreement?
   a. If you wish to cancel your housing for the following year you need to complete a cancellation form before May 15 as you may incur cancellation fees after that date. ksuhousing.kennesaw.edu/resources/cancellations.php

10. What happens if my roommate group breaks?
    a. If your roommate group was split up during room selection, it was likely due to not selecting enough rooms for all your roommates. You must first select all the rooms in the unit before placing roommates in their beds. In many cases, students have selected a room thinking they can place their roommates after they place themselves. However, once you select a room for yourself, you cannot go back and edit it.
    b. At this time, we recommend that you stay in the room in which you have been placed as housing is filling up. If you would like to be released from your room, we might be able to accommodate it, however we have limited spaces available.

11. How frequently are you assigning time slots?
    a. At this time, room selection time slots are being assigned once a week.

12. Am I able to request a new room selection time slot?
    a. No. The time slots are based on when you paid the application fee. Many students paid the day the application opened, and time slots were generated accordingly. Only a small number of students are permitted per time slot, which is why they are spread out over so many days.

13. Why can’t I see my friend as a potential roommate?
    a. There are a few reasons why you cannot see someone. Either your friend has not completed Phase 1 of the Housing Application, they are classified as a student on a different campus or they have already accepted a roommate group request.

QUESTIONS?
Visit the Talon One Service Center
Call (470) 578-8663 (T-ONE)
Email talonone@kennesaw.edu | ksuhousing.kennesaw.edu