Room Reservation FAQs

GENERAL INFORMATION

- **How do I access the residence life and meal plan E-contract?**
  Please log into your PASS account and click on “Housing/Meals” to complete the E-contract. **Important:** Please be aware that a residence life and meal contract are started when you click Apply. If you do not plan to be in the halls or on a meal plan, do not click on the Housing/Meal tile. If you are unable to access the tile, please change to another browser as Firefox or Chrome is preferred.

- **What is a Credit Window?**
  Credit windows are the dates in which a current student may begin their online residence life E-contract. **Current students must have these credits at the time the contract is submitted.**

<table>
<thead>
<tr>
<th>Date</th>
<th>2020-21 Room Reservations</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 11-12</td>
<td>Returning Southwest Hall same room reservations</td>
</tr>
<tr>
<td>Beginning November 13</td>
<td>Southwest Hall reservations for returning students with 30 or more credits or 19 years of age or older <em>at the time you submit the $150 and E-contract.</em></td>
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<tr>
<td>February 17-19</td>
<td>Returning students same residence hall room reservations</td>
</tr>
<tr>
<td>Beginning February 20</td>
<td>Returning students with 60 or more credits begin reservations</td>
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<tr>
<td>Beginning February 24</td>
<td>Returning students with 30-59 credits begin reservations</td>
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<tr>
<td>Beginning February 27</td>
<td>Returning students with 15-29 credits begin reservations</td>
</tr>
<tr>
<td>Beginning March 2</td>
<td>Returning students with less than 15 credits begin reservations</td>
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</tbody>
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- **What should I do if I decide I want to change to another room or residence hall?**
  Students may edit their online reservations to make changes. **The last date to make changes is June 15th.**

- **Can I live in the halls if I am not a full-time student?**
  Yes, students may remain in the halls as long as they are enrolled in classes.

- **How will I know if I select a room for male or female students?**
  When a student logs in, they see only available spaces for their gender.

- **When will I know my assignment and roommates/suitemates?**
  Current students receive the space they selected at the time the $150 prepayment and residence life E-contract was submitted.
IMPORTANT: Current students must place themselves in a bed. If you are the group leader, you must also place your roommates in a bed.

All students: Both current and incoming students are notified by email in mid-June.

NOTE: Residence Life reserves the right to make changes for space utilization as necessary. Students are notified if Residence Life reassigns you to another space.

EMPLID

- Where do I find the Emplid number?
  This is the ID number found in PASS. Do not use the ID on your Pioneer Passport. Specific directions to find your Emplid number can be found at this [website](#).

$150 PAYMENT

- What is the $150 prepayment?
  The Department of Residence Life requires a prepayment of $150 to reserve a space. This prepayment is applied to your spring PASS account if you return to the residence halls for the spring semester. If you withdraw or transfer from UW-Platteville for second semester, the $150 prepayment is forfeited.

  All residence hall contracts are full academic year contracts. The contract is legally binding. Once the online contract is submitted, you are held to the contract unless you are no longer attending the University of Wisconsin-Platteville.

  Payment Options:
  - Pay $150 prepayment with credit card. You may then continue the process and reserve a space immediately.
  - Pay $150 prepayment by submitting a check or money order payable to UW-Platteville before you are able to reserve your space. Bring this check to Residence Life, 120 Royce Hall.
  - Please be aware that UW-Platteville will no longer accept $100 bills for those students paying in cash.

  Note: Any delay in submitting payment to Residence Life may affect the availability of preferences.

You are NOT able to continue with the room reservation process until the Department of Residence Life enters the $150 payment within the system. If a third party (such as parent or guardian) is paying the $150 prepayment, it is necessary that the student bring the check directly to Residence Life, 120 Royce Hall.

- What is the $3.75 fee to use a credit card?
  Credit card companies charge a processing fee. We are simply passing this cost along to you. We chose to show you the fee rather than bury it in the overall costs so that you may decide if the convenience of using a credit card is worth the small charge compared to writing a check and delivering it to the Residence Life office.
• Am I able to pay the $150 prepayment by check to the Department of Residence Life before my contract window opens?
You may submit payment via check to the Department of Residence Life. The payment screen is what opens the contract for the department, and you, in the system.

• What if I do not have the $150 payment or a credit card to make a reservation during my scheduled time?
You are NOT able to continue with the room reservation process until the Department of Residence Life enters the $150 payment within the system. If a third party (such as parent or guardian) is paying the $150 prepayment, it is necessary that the student brings the check directly to Residence Life, 120 Royce Hall.

• I am having trouble entering my credit card information. What can I do?
One common result often seen is address mismatch. The bankcard processor has a service referred to as the Address Verification Service (AVS). This service is to aid the detection of suspicious credit card transaction activity. The service attempts to match billing address with the cardholder’s billing address on file. In some cases, the cardholder’s address will differ from the billing address on file. You will always want to provide the billing address where the bill for the card will be received. If you continue to have issues with the online payment, please contact Residence Life.

RESIDENCE LIFE CONTRACT

• Submit online residence hall contract by logging into your PASS account and click on the “Housing/Meals” tile. Click “Apply” to submit a residence life and meal plan E-contract.
• The $150 prepayment is required when submitting the online contract.
• IMPORTANT: Students are unable to view residence hall spaces unless the $150 payment is paid. DO NOT submit the $150 prepayment if you do not wish to be in a contract next fall.
• If students are interested in moving to another residence hall/room, they must follow the room reservation schedule.

MEAL PLAN CONTRACT

• There is no prepayment for a meal plan.
• If you select a meal plan and do not proceed with the e-contract, a meal plan charge is placed on your PASS account. If you wish to remove the meal plan, please contact the Meal Access Office at mao@uwplatt.edu or call 608.342.1404.
• Commuter Meal Plan: These plans are for off campus students only. If you will not be in the residence halls, you must select this option.

SOUTHWEST HALL

• Why am I not able to select Southwest Hall as a residence hall?
  ▪ Students must have 30 or more credits or be 19 years of age at the time they submit the E-contract.
  ▪ If Southwest Hall is not an option, please select another residence hall during your application window.
- Once you are 19 years of age or obtain 30 or more credits, you may edit the online reservation to make changes.

**SOUTHWEST HALL GENDER INCLUSIVE HOUSING**

- Students must have 30 credits or be 19 years of age *at the time they submit the E-contract*.  
- **There must be a group of four to be in a gender inclusive suite.**  
- **Residence Life does not provide names of students to groups that do not have four persons.**  
- Each person must submit their own E-contract and reserve an available space.  
- When all four people have reserved a space, you may remain in the suite you reserved if space is still available or Residence Life will move the group of four to another open suite if space permits.  
- When you have a group of four and all have submitted the $150 prepayment and reserved an open space, please come to the Department of Residence Life. Each person must sign the gender inclusive agreement.

**ROOMMATE REQUESTS**

- **Helpful Information**
  1. In order to search for a roommate or send someone a request to join your group, they must also have a completed application.  
  2. Do not create a roommate group until you are ready to commit to that roommate request. You will not be “searchable” once you have created and/or accepted a roommate request.  
  3. You and your roommate should have similar living preferences, especially as it relates to if you would like to live in a traditional hall, suite style hall, etc.  
  4. Do not have a roommate in mind? That’s ok! The questions you answered helps find one for you. However, you can also use one to two of those questions to search for a roommate match! With new applications being completed daily, you can also check back later.  

**If the requested roommate does not accept within seven days, the request is automatically removed.**

- **How to Complete a Roommate Request**

Roommate preferences are completed by making roommate groups. Please note that all traditional hall rooms are double occupancy so your group size is limited to two people (yourself and one other).

All roommate requests must be mutual. Additionally, roommate requests are not guaranteed and are accommodated on a space-available basis.

1. Designate one person as a group leader.  
2. The group leader should visit the Roommate Groups section to create a unique group name and a unique password.  
3. Provide that group name and password to your desired roommate.  
4. Your desired roommate **MUST** have a completed housing application.  
5. Your desired roommate must revisit the Roommate Groups section, click “Accept” if they wish to join the group.  
6. If someone should join the roommate group, the leader must log back in and accept the request to join the group in the Roommate Groups section.  
7. The group leader must also verify the group. This informs our office that your group is set.
Only ONE person of your roommate group should can make a group. This is because you cannot be part of a different group once you have already made a group of your own.

- **Verifying your Roommate Group is Complete**
  The main reason roommate request are not accommodated is typically due to roommates groups not being complete. If you are the group leader of your roommate group, you will need to revisit this page BEFORE the deadlines and make sure your roommates have joined your group and that you have accepted their request to join. If you are a returning student, you must place your roommates in their bed spaces.

**ROOMMATE SURVEY QUESTIONS**

- **Do I have to complete the roommate survey questions?**
  The questions you answered helps find a roommate. You can also use one to two of the questions to search for a roommate match. With new applications being completed daily, you can also check back later.

**ACADEMIC YEAR CONTRACTS**

- **I plan to participate in a university-sponsored program for the fall of 2020. When do I sign up?**
  - Students with a university sponsored program (co-op, education abroad, internship or student teaching) or are called for active military service for fall 2020 do not sign up at this time.
  - These students will reserve for spring 2021 beginning June 1, 2020.

- **I plan to participate in a university-sponsored program for the spring of 2021. What do I do?**
  - Students with a university sponsored program (co-op, education abroad, internship or student teaching) or are called for active military service for spring 2021 must sign up during their application window for fall 2020.
  - Request a release from their academic year E-contract through the Department of Residence Life in fall 2020.

**LEGAL COMMITMENT**

- **What are my legal obligations once I have checked the box on my Residence Life E-contract?**
  - Once the E-contract is signed (box checked), it is legally binding.
  - Make your decision to sign a Department of Residence Life E-contract carefully.
  - No resident may cancel their Department of Residence Life agreement for any reason unless they are no longer attending the university.
  - Your E-contract is a legally binding E-contract at the time of submittal.