

SOU University Housing: Room Selection FAQ

Welcome to the Room Selection process! Below are answers to the most common questions regarding room selection, portal navigation, and what to do if you run into issues.

Accessing the Portal & Selection Times

- 1. How do I sign into the housing portal?**
 - a. Log into your **Okta dashboard** and select the **Housing Portal & Applications** icon (look for the StarRez logo). Once inside, select **Applications**, followed by **Residence Hall 26-27**.
- 2. How do I find my assigned room selection timeslot?**
 - a. You should have received an email from SOU University Housing detailing your timeslot in your SOU student email inbox. If you cannot find this email, please contact us at **housing@sou.edu**.
- 3. What time does my timeslot begin?**
 - a. We host two timeslots per day: the first begins at **9:00 AM** and the second begins at **2:00 PM**. Please check your SOU student email for those emails.
- 4. Can I change my assigned selection time?**
 - a. No. We are unable to change assigned selection times. We highly encourage you to schedule time to complete this process as close to when your time slot opens as possible. However, please note that you will be able to access the system anytime *after* your specific time opens.

Roommates & Group Selection

- 1. I have a different selection time than one or more of my group members. What should we do?**
 - a. The group member with the **earliest selection time** should log in during their time and select the room/suite for the entire group. You must still log into the portal to select your individual meal plan and sign your SOU University Housing contract.
- 2. Another member of my group already selected our room. Do I still need to do anything?**
 - a. Yes. You must still log into the portal to select your individual meal plan and sign your SOU University Housing contract.
- 3. Why can't I select a specific space with the group I want to live with?**

- a. Please check the **gender preferences** on your Housing Application. To select a space together, your gender preferences must match everyone else in your grouping.
 - b. Certain spaces require specific gender preferences (nongendered, multigendered, and single-gendered).
- 4. What if I do not have a roommate group?**
- a. You are fully welcome to log in and select any open space during your room selection window. You will see general information about the space during selection, and more detailed roommate information will become available in your housing portal once the selection process closes in September.

Selection Process & Room Availability

- 1. Do I need to select a meal plan during room selection?**
- a. Yes. After you select your building, floor, and room, the portal will immediately direct you to select your meal plan and sign your housing contract.
- 2. How long do I have to select a room?**
- a. Once your timeslot opens, it remains open until **September 1st**.
- 3. What happens if I do not select a room by September 1st?**
- a. If you do not complete the process by September 1st, SOU University Housing will select a room and meal plan on your behalf. You will still be required to sign your SOU University Housing contract before moving in and receiving your keys.
- 4. Why is it important to complete this process during my assigned time?**
- a. Selecting during your assigned window gives you the absolute best chance of securing your preferred room type and location.
- 5. What if the room I want is not available?**
- a. Popular rooms can book up quickly. Please be prepared with a few backup options that still align with your housing preferences and lifestyle needs.
- 6. I am trying to select a room, but the building or floor I want doesn't show any availability.**
- a. Try adjusting your search filters (such as gender preferences or room types), which should open up more available spaces. Please keep in mind that depending on where you are in the selection process, some areas may already be fully booked.
- 7. I cannot select Madrone Hall. What should I do?**

- a. If Madrone Hall is not appearing as an option, it is because all available spaces are currently full. Please note that the 2nd and 3rd floors of Madrone are offline for the upcoming academic year. We highly encourage you to explore spaces in **McLoughlin Hall** instead.

Technical Support & Troubleshooting

1. What if the portal is slow or failing to load?

- a. Please refresh your browser window, or sign out and sign back in. To prevent system overloads, we strictly limit the number of residents assigned to each timeslot. If you continue to experience system issues, please contact SOU Housing at **housing@sou.edu**.

2. I cannot log into Okta. What do I do?

- a. For Okta and general login issues, please contact the SOU IT Help Desk directly at **helpdesk@sou.edu** or call **541-552-6900**.

3. What do I do if I missed my selection time slot entirely?

- a. Your access does not close until September 1st, but if you missed your window and need assistance, please email **housing@sou.edu**.

Confirmation & Next Steps

1. How do I confirm that my room selection went through successfully?

- a. You will see a confirmation window on your screen once you have successfully completed the selection. If you would like to double-check, you can also email us at **housing@sou.edu** to verify.

2. Once completed, do I need to submit a housing deposit?

- a. No deposit is required at this time. An application fee will be charged directly to your student account in September.

3. I have completed the process! What's next?

- a. Congratulations! Please keep an eye on your SOU email in late August and early September for important move-in information. In the meantime, we encourage you to connect with your new roommates to coordinate who is bringing what. We can't wait to welcome you to campus!

4. Who do I contact if I still have questions?

- a. If your question isn't answered in this FAQ, please reach out to the SOU University Housing front desk at **housing@sou.edu** and our team will be happy to assist you.