



## Office of Residential Life

# Current Student Frequently Asked Questions

### **Q: How can I live off campus?**

A: Manchester University is a residential campus, meaning that most of the student body lives within the residence halls. Only students who fit into one of the following categories can be considered for off-campus housing:

1. Seniors (having completed 92 credit hours)
2. Unconventional student (25 years or older, have a dependent, married)
3. Parents' primary residence is within 40 miles of the University and student is living with parents

If you fit into one of the categories, complete the [Request to Live Off-Campus](#) form and turn it into the Office of Residential Life in order to be considered.

### **Q: What can I do if my roommate and I don't get along?**

A: If you're having a roommate conflict, please see your Resident Assistant (RA) right away and brief them on the situation. RAs are trained to help you in tough situations. They will ask to schedule a mediation between you and your roommate where you will talk about your requests and problems as well as either propose or amend your Roommate Agreement. The Education for Conflict Resolution Center can also help mediate these and other situations. To contact them, call (260) 982-4651 or (260) 982-5354.

### **Q: How can I arrange housing for next semester while I'm studying abroad?**

A: Towards the end of your time abroad, you will receive an email from BCA Director, Thelma Rohrer, asking for housing preferences. She will give that information to the Office of Residential Life and you will be placed according to your requests and availability. You will receive your placement before your return to campus.

### **Q: Where is the Office of Residential Life?**

A: Calvin Ulrey room 222 (Calvin Ulrey is located behind Helman Hall)

### **Q: How can I put in a work order?**

A: To put in a work order, log into Gateway, search "Maintenance Work Orders" and you will be directed to the homepage of School Dude. Look at the top right-hand corner at the tabs to make sure you're filling out the appropriate maintenance or ITS work order – if you're on the wrong page, select the correct one. Select the building and area, click on the category most fitting for your problem, then write in a brief instruction. If after a few work days the work order is not completed, let your RA or Hall Director know.

### **Q: How can I properly withdraw?**

A: In order to withdraw, you must first call or email Kelly Hippensteel (260-982-5306) to schedule an exit interview. After this, you will receive further instructions.

**Q: What can I do if I lost my room key?**

A: If you lose your key, tell your RA as soon as possible. Your RA or Hall Director will call on you to fill out a Key/Core Replacement form. The form will need to be taken to Financial Services, where you will be required to pay \$50 to have your room's door re-cored and new keys produced and get a receipt. Take the receipt to the University Safety office to start the process of getting the core and keys replaced.

**Q: Is it possible to change my meal plan?**

A: Yes. You can change your meal plan options, but it will be reflected on your statement. You can change your plan by emailing [reslife@manchester.edu](mailto:reslife@manchester.edu)

**Q: Do I have to have a meal plan?**

A: All residential students are required to have some form of a meal plan (with the exception of those students living in East Street Apartments).

**Q: Can I have a meal plan even if I live off campus?**

A: Yes. All additions of meal plans will be reflected on your billing statement, while additions of commuter plans must be pre-paid through Chartwells.