



Application And Contract Frequently Asked Questions
Fall 2021

[RETURNING RESIDENT APPLICATION AND CONTRACT QUESTIONS](#)

[Q: How do I know if I am eligible for the Returning Resident Process?](#)

[Q: Which buildings am I eligible to live in for the 2021/2022 academic year?](#)

[NEW RESIDENT APPLICATION AND CONTRACT QUESTIONS](#)

[Q: Which buildings am I eligible to live in for the 2021/2022 academic year?](#)

[GENERAL HOUSING, APPLICATION AND CONTRACT](#)

[Q: When do I apply for housing for the 2021/2022 academic year? How do I know if I am a Returning Resident or a New Resident?](#)

[Q: How do international students apply for housing](#)

[Q: When is the deadline to apply for Fall 2021 housing?](#)

[OCCUPANCY AND ACCOMMODATIONS](#)

[Q: How many people are expected to live in housing in Fall 2021?](#)

[Q: Will I have a roommate for the 2021/2022 academic year?](#)

[Q: What are double occupancy and single occupancy bedrooms? How many people will be living in each apartment/suite?](#)

[Q: Which buildings have full kitchens? Do the Kitchens come with Microwaves?](#)

[Q: Which buildings have physical keys? Which buildings use card access?](#)

[SUMMER HOUSING](#)

[Q: Will on campus housing be available for Summer 2021?](#)

[Q: What are the requirements to live on campus for the summer?](#)

[COST, APPLICATION AND CONTRACT FEES](#)

[Q: Where can I find the housing cost for 2021/2022?](#)

[Q: Is the \\$40 application fee refundable? Is the \\$500 initial payment refundable? Are there any penalties if I decide to cancel my contract?](#)

[Q: Is there a payment plan option for the \\$500 initial payment?](#)

[ROOMMATES AND ROOM SELECTION](#)

[Q: Are residents of different class standings able to live together in the upcoming academic year?](#)

[Q: How can I find a roommate? What if I would like to live with a friend?](#)

[CANCELLATION](#)

[Q: How do I cancel my housing contract? When is the last day to submit my request to cancel?](#)

[Q: How can I pay my application fee and initial payment?](#)

[COVID-19, VACCINE AND TESTING](#)

[Q: Will masks be required on campus and in housing?](#)

[Q: What are the vaccination requirements that I need to meet before moving in for the fall semester?](#)

[Q: Will COVID testing be required for residents during the 2021/2022 academic year? Will I still need to test after I receive the COVID vaccine? Will the covid test be free for students?](#)

[Q: Will the covid test be free for students?](#)

[Q: What are the limitations in community spaces?](#)

[Q: In the event there is another "Shelter-in-Place" what will that mean for housing?](#)

[GENERAL CAMPUS AND OTHER](#)

[Q: Will classes for the 2021/2022 academic year continue to be majority online, or will we return to in-person instruction?](#)

[Q: Where can I find information about the RAW, Parking\(Shuttle\), and Dining?](#)

RETURNING RESIDENT APPLICATION AND CONTRACT QUESTIONS

- **Q: How do I know if I am eligible for the Returning Resident Process?**

A: Any resident who lived in housing for any portion of the 2019/2020 or 2020/2021 academic year is eligible to participate in the returning resident process for the 2021/2022 academic year.

Junior Transfers living on campus at any point during 2020/2021 will apply for 3rd year + housing for 2021/2022.

- **Q: Which buildings am I eligible to live in for the 2021/2022 academic year?**

A: Current first years are eligible for 2nd year housing in our suite doubles (Tamalpais) and apartment doubles (Calaveras, Coloma, Sierra, Sonora). Current 2nd years and above are eligible for 3rd year + housing in apartment doubles (Calaveras, Coloma, Sierra, Sonora, and University Village) as well as apartment singles (Shasta and Diablo). Junior Transfers living on campus at any point during 2020/2021 will apply for 3rd year + housing for 2021/2022.

While apartment doubles are available to 2nd year and 3rd year + residents, it has not yet been determined how each building will be designated. Designation will be determined based on demand.

To view the housing options for the upcoming year please take a look at our virtual tours

- [Suites](#) (First-Time Freshman, Transfer, and 2nd year housing)
- [Apartment Doubles](#) (2nd year and 3rd year+ housing)
- [Apartment Singles](#) (3rd year+ housing)

NEW RESIDENT APPLICATION AND CONTRACT QUESTIONS

- **Q: Which buildings am I eligible to live in for the 2021/2022 academic year?**

A: Incoming Transfer students are eligible for suite doubles in the Tamalpais building. Incoming First Time Freshmen are eligible for suite doubles in the Juniper and Sequoia buildings.

To view the housing options for the upcoming year please take a look at our virtual tours

- [Suites](#) (First-Time Freshman, Transfer, and 2nd year housing)
- [Apartment Doubles](#) (2nd year and 3rd year+ housing)
- [Apartment Singles](#) (3rd year+ housing)

Current first year students looking to apply for 2nd year housing for next year but do not qualify for the returning resident process can do so beginning March 15th.

All second years, regardless of housing status, are eligible to live in Suite Doubles and Apartment Doubles for the 2021/2022 academic year.

GENERAL HOUSING, APPLICATION AND CONTRACT

- **Q: When do I apply for housing for the 2021/2022 academic year? How do I know if I am a Returning Resident or a New Resident?**

A: Students who lived on campus for any portion of the 2019/2020 or 2020/2021 academic year are eligible to participate in the returning resident process for the 2021/2022 academic year. Returning residents are encouraged to apply during the Returning Resident Process between March 1-11. Any students who do not qualify for the returning resident process can apply during our general

application and contracting process beginning March 15th. Returning Residents who cannot apply during the Returning Resident period may also apply during the general application period.

- **Q: How do international students apply for housing**

A: International students apply for housing during our general application period beginning March 15th.

- **Q: When is the deadline to apply for Fall 2021 housing?**

A: Students interested in living on campus are encouraged to apply by April 4th, 2021 in order to qualify for participation in the self-select room selection process. Although this is the deadline to apply to participate in the room-selection process the housing application for Fall 2021 will not close until after the start of the fall semester. The housing application for fall 2021 will close during the add/drop period for classes. The add drop period for Fall 2021 is August 18th - 31st. Students needing to apply for fall housing after this date may contact the Student Housing office at housing@csueastbay.edu.

OCCUPANCY AND ACCOMMODATIONS

- **Q: How many people are expected to live in housing in Fall 2021?**

Student Housing is planning to offer 1300 bed spaces on campus for the 2021-2022 academic year.

- **Q: Will I have a roommate for the 2021/2022 academic year?**

A: At this time residents will have the option to live in a double occupancy bedroom (two people per bedroom) or a single occupancy bedroom (one person per bedroom) depending on their eligibility. All residents will have apartment/suite mates. Student Housing will remain in compliance with the CDC, and State and Local ordinances regarding COVID-19. Residents will be notified of any changes via their horizon email.

To view the housing options for the upcoming year please take a look at our virtual tours

- [Suites](#) (First-Time Freshman, Transfer, and 2nd year housing)
- [Apartment Doubles](#) (2nd year and 3rd year+ housing)
- [Apartment Singles](#) (3rd year+ housing)

- **Q. What are double occupancy and single occupancy bedrooms? How many people will be living in each apartment/suite?**

A: Double occupancy bedrooms are bedrooms that have two people per bedroom. Single Occupancy bedrooms are bedrooms that have one person per bedroom. Please see the chart below for additional information regarding occupancy.

Bedroom Occupancy	People per bedroom	Buildings	Number of bedrooms	Number of bathrooms	Number of people per apartment/suite
Single	1	Shasta, Diablo	4	2	4 (3 people per apartment if living in RA unit)

Suite Double	2	Tamalpais, Juniper, Sequoia	3 or 4	2	6 or 8 (7 people per apartment if living in RA Unit)
Apartment Double Pioneer Heights	2	Calaveras, Coloma, Sierra, Sonora	2	1	4 (3 people per apartment if living in RA unit)
Apartment Double University Village	2	University Village	1 or 2	1 or 2	2 or 4

● **Q: Which buildings have full kitchens? Do the Kitchens come with Microwaves?**

A: Apartment doubles in Calaveras, Coloma, Sierra, and Sonora (Apartment Doubles) have a full kitchen with stove/over and only require the minimum meal plan (Pioneer Plan). At this time these buildings are available to 2nd year and 3rd year + residents for the 2021/2022 academic year.

Apartment singles in Shasta and Diablo (Apartment Singles) have a full kitchen with stove/oven and only require the minimum meal plan (Pioneer Plan). At this time these buildings are available to 3rd year + residents for the 2021/2022 academic year.

Suites buildings (Tamalpais, Juniper and Sequoia) only have kitchenettes with microwave (no stove/oven provided). As such, residents in these buildings require a full meal plan (Pioneer Deluxe) for the 2021/2022 academic year. Residents eligible for suites are First Time Freshmen, Transfers, and 2nd years.

University Village apartments only have kitchenettes with microwave within each unit. However, there is a community kitchen available on the first floor. At this time this building is only available to 3rd year + residents for the 2021/2022 academic year. Residents living in this building for the 2021/2022 academic year only require the minimum meal plan (Pioneer Plan).

Building	Kitchen Type	Microwave (Y/N)	Stove/Oven (Y/N)	Minimum Meal Plan Required
Calaveras	Kitchen	N	Y	Pioneer
Coloma	Kitchen	N	Y	Pioneer
Sierra	Kitchen	N	Y	Pioneer
Sonora	Kitchen	N	Y	Pioneer
Tamalpais	Kitchenette	Y	N	Pioneer Deluxe
Shasta	Kitchen	N	Y	Pioneer
Diablo	Kitchen	N	Y	Pioneer

Sequoia	Kitchenette	Y	N	Pioneer Deluxe
Juniper	Kitchenette	Y	N	Pioneer Deluxe
University Village	Kitchenette	Y	N	Pioneer

- **Q: Which buildings have physical keys? Which buildings use card access?**

A: Most residents except for those living in Juniper and Sequoia will have a combination of physical keys and card access.

Building Name	Building /Gate	Apartment	Bedroom	Mailbox
Calaveras	Baycard	Metal Key	Metal Key	N/A
Coloma	Baycard	Baycard	Metal Key	N/A
Sierra	Baycard/Metal Key	Baycard	Metal Key	N/A
Sonora	Metal Key	Baycard	Metal Key	N/A
Tamalpais	Baycard	Baycard	Metal Key	N/A
Shasta	Baycard	Baycard	Metal Key	N/A
Diablo	Baycard	Baycard	Metal Key	N/A
Juniper	Baycard	Baycard	Baycard	N/A
Sequoia	Baycard	Baycard	Baycard	N/A
University Village	Access Token	Metal Key	N/A	Metal Key

SUMMER HOUSING

- **Q: Will on campus housing be available for Summer 2021?**

Summer housing will be available in University Village. Details regarding occupancy/per bedroom and rates have not yet been established. Students interested in summer housing will be able to apply online through the student housing portal beginning Monday, April 5th. Students applying for both summer 2021 and fall 2021 will only need to pay one (1) \$40 application fee. However, students should be prepared to make a separate \$500 initial payment for the summer term.

- **Q: What are the requirements to live on campus for the summer?**

A: Any Cal State East Bay student from the previous spring, current summer, or upcoming fall term is eligible for on campus summer housing. Summer residents do not need to be enrolled in classes to live on campus for the summer term.

COST, APPLICATION AND CONTRACT FEES

- **Q: Where can I find the housing cost for 2021/2022?**

A: Student Housing rates are available on the website [here](#).

- **Q: Is the \$40 application fee refundable? Is the \$500 initial payment refundable? Are there any penalties if I decide to cancel my contract?**

A: The \$40 application fee is non-refundable. The \$500 initial payment is refundable less a \$100 cancellation fee. This means any student (who receives a room assignment) that decides to cancel by the deadline will receive a \$400 refund.

The deadline to submit a Request to Cancel Form for Fall 2021 is July, 15th, 2021.

If a student (who receives a room assignment) decides to cancel after the deadline they will be subject to pay a \$100 cancellation fee and 30 days rent.

Students who have been placed on the waitlist, and decide to cancel from the waitlist before they are assigned a space, are not subject to the \$100 cancellation fee.

Student Housing will continue to operate within the guidelines of the CDC, state, and local ordinances. Should the university require Housing to limit its occupants and cancel a student contract, at no fault of the student, Student Housing will remain flexible with its cancellation policy additional fees will likely be waived.

- **Q: Is there a payment plan option for the \$500 initial payment?**

A: Applicants may submit an initial payment installment plan request [here](#). The request is not applicable to the \$40 application fee. In order to be considered, a student must not have any past due balance to CSUEB. Approved students must

- make the first installment of \$250 before moving forward with application and contract process.
- The second installment will include an additional \$15 installment fee. The \$265 payment is typically due within 30 days (review request form for exact date).

If denied, the applicant will need to submit the full initial payment in order to move forward with the application and contract process.

ROOMMATES AND ROOM SELECTION

- **Q: Are residents of different class standings able to live together in the upcoming academic year?**

A: During the rooms selection process residents will only be able to see and select spaces they are eligible for. Therefore, only students who are eligible for second year housing (current first year students) will be able to select second year housing. This also applies for third year + residents. All residents classified as third year + will be able to see and select all third year + options. Student Housing's resident groups for the 2021/2022 academic year will be the following "First Time Freshman", "Transfers", "Third Year +", and "Second Year".

- **Q: How can I find a roommate? What if I would like to live with a friend?**

A: During the application and contract students have the opportunity to share information about themselves that will be available for potential roommates to see. When selecting a room that is

already occupied, residents will be able to see the profile of that occupant to determine if they want to move forward with selecting that space.

If two residents would like to live together and both receive room selection time, they must first both qualify for the same housing type (see question above). If the residents qualify for the same housing type, then the resident who has the earlier appointment time can wait until the second resident's appointment time to select spaces simultaneously. At the second student's appointment time both residents can log into the portal and select a space together. Housing encourages all students to make their room selection as soon as they can after their designated time to increase the likelihood of receiving their first occupancy choice. If residents are not satisfied with their room assignment after the room selection period has ended. They may choose to participate in the room swap process which allows residents to put their current spaces up for grabs and swap with other residents who are interested in a different room assignment for the fall semester.

The Residence Hall Association may host a roommate mixer for those interested in connecting with folks of similar interests. Please check your horizon email for updates regarding this opportunity.

CANCELLATION

- **Q: How do I cancel my housing contract? When is the last day to submit my request to cancel?**

A: Cancellation requests may be submitted through the housing portal at any time. Residents who chose to cancel prior to occupancy should submit their Request to Cancel Form through the student housing portal before July 15th, 2021.

The \$40 application fee is non-refundable. The \$500 initial payment is refundable less a \$100 cancellation fee. This means any student (who receives a room assignment) that decides to cancel by the July 15th deadline will receive a \$400 refund.

If a student (who receives a room assignment) decides to cancel prior to occupancy after the deadline above, they will be subject to pay a \$100 cancellation fee and 30 days rent.

Student Housing will continue to operate within the guidelines of the CDC, state, and local ordinances. Should the university require Housing to limit its occupants and cancel a student contract, at no fault of the student, Student Housing will remain flexible with its cancellation policy, and additional fees will be waived.

- **Q: How can I pay my application fee and initial payment?**

A: Student Housing will continue to offer a completely online application and contract process including the application fee and initial payment. At the beginning of the application process and at the end of the contract process, residents will be prompted to submit their fees. Students will be automatically redirected to the Cal State East Bay's secure online payment system for each payment. Upon completion of each payment the students will be redirected back to the housing portal. We encourage all students to make their payments with the [electronic check \(e-check\)](#) method to avoid any additional fees. Online payments may also be made by credit card but have an additional 2.75% service charge. Students needing to make arrangements regarding their application and contract fees

including alternative payment options and installment plan requests can contact housingaccount@csueastbay.edu.

COVID-19, VACCINE AND TESTING

- **Q: Will masks be required on campus and in housing?**

A: Residents are required to wear a mask and maintain social distancing anywhere on campus outside of their apartment/suite. This includes inside their apartment/suite when someone who is not a resident of that specific apartment/suite is visiting. For updates regarding COVID at CSUEB please check [here](#).

- **Q: What are the vaccination requirements that I need to meet before moving in for the fall semester?**

A: Although highly recommended, Student Housing will not require residents to receive the COVID vaccine before moving in for the fall semester. Students are required to meet all CSU wide immunization and health screening requirements before becoming eligible to register for classes. You can find more information regarding the CSU Immunization Policy [here](#). More information on how to report your immunization records to CSUEB can be found [here](#).

- **Q: Will COVID testing be required for residents during the 2021/2022 academic year? Will I still need to test after I receive the COVID vaccine? Will the covid test be free for students?**

A: All residents will be required to participate in COVID testing at the beginning of each semester. All residents will take two rounds of COVID testing to ensure safety measures for the community, and continued COVID surveillance testing will be conducted throughout the semester. Should a COVID positive result be identified, a COVID self-quarantine and self-isolation protocol will be activated. COVID safety, inclusive of testing policies may be subject to change to ensure the safety and security of the community. Changes may occur based on the state of emergencies that arise, and updated guidelines/policies will supersede prior established documents. Required COVID testing as outlined by housing will be at no additional cost to the resident. Any additional or voluntary testing will be at the residents expense.

- **Q: Will the covid test be free for students?**

A: Required COVID testing as outlined by housing will be at no additional cost to the resident. Any additional or voluntary testing will be at the residents expense. Resources for free or discounted testing [here](#).

- **Q: What are the limitations in community spaces?**

A: Residents are required to wear a mask and maintain social distancing anywhere on campus outside of their apartment/suite. Community spaces such as Lassen Community Room and El Dorado Hall are closed. Open community spaces have maximum capacity posted at entrance. Some spaces such as the laundry room have been modified to allow for social distancing.

- **Q: In the event there is another "Shelter-in-Place" what will that mean for housing?**

A: Should COVID conditions worsen, resulting in a shelter-in-place order and/or mostly virtual classes for the fall semester, student Housing will likely stay open for anyone still needing housing. Should the university require Housing to limit its occupants and cancel a student contract, at no

fault of the student, Student Housing will remain flexible with its cancellation policy, and additional fees will likely be waived.

GENERAL CAMPUS AND OTHER

- **Q: Will classes for the 2021/2022 academic year continue to be majority online, or will we return to in-person instruction?**

A: [The CSU Chancellor has announced](#) that the majority of classes for Fall 2021 will be delivered in person. At this time, our campus has not yet determined how many or which classes will meet in person.

- **Q: Where can I find information about the RAW, Parking(Shuttle), and Dining?**

A: To ensure the safety of the campus, Parking, Dining, and the RAW will be following all regulations as set by the CDC, state, and local government regarding operations and capacity. For updates and more information regarding these campus services please follow the links below.

[Parking and Alternative Transportation Services](#)

[Recreation and Wellness Services](#)

[Pioneer Dining](#)